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CLICK HERE FOR CEO's REPORT DATED JUNE 29, 2010

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County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

June 29, 2010

To: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

A handwritten signature in dark ink, appearing to read "W. Fujioka", is written over the printed name and title of the Chief Executive Officer.

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

FAMILY AND CHILDREN'S INDEX – STRENGTHENING CHILD PROTECTIVE INFORMATION SYSTEMS

On April 27, 2010, your Board directed the Chief Executive Office, in consultation with the Chief Information Office, County Counsel, and other County departments currently exploring information sharing initiatives to: (a) examine other interagency information sharing systems nationwide, and determine what, if any, best practices could legally be integrated into the Family and Children's Index (FCI) system including cost, and report back in 60 days; and (b) track and report back preliminarily in six months with a final report in twelve months on the overall efficacy of FCI, including the following issues: (i) quality of information, including assessment of FCI import barriers; (ii) level of usage by County staff; and (iii) ability of the leadership in Los Angeles County departments which participate in FCI to ensure usage compliance, as well as timely response to inquiries initiated as a result of searches in FCI which revealed prior contact(s) by various County departments.

Examine other interagency information sharing systems nationwide, and determine what, if any, best practices could legally be integrated into the FCI system, including cost, and report back in 60 days.

On April 1, 2010, our Office submitted a report entitled "Summary of Information Sharing Models" (Attachment), which detailed our review of 11 information sharing systems from various jurisdictions around the country. The report describes each system, outlines its major technical functions, identifies funding sources of start-up and ongoing costs, and describes mechanisms for addressing concerns relative to confidentiality and the sharing of information. Each system and their technical functions were compared against the legal and functional requirements of California Welfare and Institutions Code (WIC) Section 18961.5, the statute which governs FCI, to determine if they can be used to replace the County's FCI. Based on our analysis, none of

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the systems' best practices or technical functions can be legally integrated into FCI or used as the basis for establishing a comprehensive information sharing platform pursuant to WIC Section 18961.5.

Track and report back preliminarily in six months with a final report in 12 months on the overall efficacy of FCI.

Our Office recently completed another FCI status report covering the period of January 2010 through May 2010 to be submitted by the end of June 2010. This report describes the accomplishments achieved by the County FCI Managers Team (Team) since the March 9, 2010 status report. The report also details the use of FCI by County staff, efficacy of FCI, and preliminary efforts and results by the Team to track and assess the exchange of information, such as: (1) when requests for information from agencies are initiated; (2) the timeliness by which agencies respond to these requests; and (3) to the extent possible, how subsequent information is shared by FCI agencies.

As noted in the March 9, 2010 status report, future reports will be submitted to your Board on a quarterly basis which will provide timely and consistent information relative to the implementation and enhancement of FCI.

If you have any questions about the report or the findings, please contact me or your staff may contact Kathy House, Acting Deputy Chief Executive Officer at (213) 974-4530, or via e-mail at khhouse@ceo.lacounty.gov.

WTF:KH:LB
CP:GS:hn

Attachment

c: Executive Office, Board of Supervisors
County Counsel
Sheriff
District Attorney
Children and Family Services
Mental Health
Probation
Public Health
Public Social Services

SUMMARY OF INFORMATION SHARING MODELS

FAMILY AND CHILDREN'S INDEX OVERVIEW

The Family and Children's Index (FCI) is the name given to the Los Angeles County's customized database authorized by Welfare and Institutions Code (WIC) section 18961.5, which was enacted in 1992. The statute allows each county to create a database based on its own standards for defining "at risk". Only information about children or the families of children at risk for child abuse or neglect may be entered into such a system. Also, the statute allows children services, health services, law enforcement, mental health services, probation, schools, and social services agencies within counties to share specific information about families that have had relevant contacts with these agencies and who have been identified as being at risk for child abuse or neglect.

Los Angeles is the only county in California that has created its own database. The database contains approximately two million records collected over a 10-year period. The **average yearly cost** to maintain the database is \$326,300.

The FCI serves as a "pointer" system to direct the authorized users of a participating department to other county departments who have had contact with the family subject to the initial inquiry. Once users are pointed to the other departments, WIC 18961.5 requires that confidential, substantive information about a family must be shared through the formation of Multi-Disciplinary Teams (MDTs), unless some other legally permissible way to share that information already exists.

The following Los Angeles County departments currently participate in FCI:

- Children and Family Services
- District Attorney
- Mental Health
- Probation
- Public Health
- Public Social Services
- Sheriff

The following is the only information permitted by law to be stored in the database:

1. The name, address, telephone number, and date and place of birth of family members.
2. The number assigned to the case by each provider agency.
3. The name and telephone number of each employee assigned to the case from each provider agency.
4. The date or dates of contact between each provider agency and a family member or family members.

- Every county can have a computerized database pursuant to WIC 18961.5.
- **FCI** is not a **predictive** system. Information can only be obtained by authorized end-user querying the system.
- **FCI** is a **pointer** system that directs a user to an agency that has more specific information.
- There is **no case specific** information contained in the system.

Ultimately, **FCI** serves as a tool to assist in the investigation of suspected child abuse and neglect. It points staff to other County departments that have information about the children/families that they have come into contact with that have been identified as being at risk for child abuse/neglect. FCI provides staff with a fuller picture of the child's and/or family's situation so that they can make better informed decisions during the course of their investigations.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
1.	Allegheny County, Pittsburgh, Pennsylvania Department of Human Services Data Warehouse <u>Start-up Cost:</u> \$2.8 million <u>Source of Funding:</u> Human Services Integration Fund (HSIF) within the Pittsburgh foundation <u>Yearly Cost:</u> 1 million <u>Source of Funding:</u> This expense is distributed against the grants received in human services using our random moment time distribution system.	<p>A data warehouse created to provide services more effectively and more efficiently and integrate the functions of the previously discrete human services departments.</p> <p>Note: Structure allows for the sharing of information because related departments have been placed under a single administrative umbrella to form a “super” agency. In 1997, 18 local foundations created the Human Services Integration Fund (HSIF) as a flexible funding pool to support projects and activities that foster integration/restructuring/service provision that are more difficult or impossible to accomplish with public sector dollars.</p> <p>Confidentiality: Because the five departments were consolidated into one Human Services department, all functions related to funding, data, personnel, and other administrative services were centralized, therefore eliminating the need for information sharing statues/policies within the department.</p> <p>Separate agreements/MOUs have been set up for other public/private agencies.</p>	Data is drawn from multiple agencies (public and private).	Yes	
			Shares client specific data (i.e., name, address, marital status, race, living arrangements, financial assistance information, etc.).	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Features a client matching algorithm to determine if client exists in another database.	No	<ul style="list-style-type: none"> Client matches can be conducted on information received from other departments that are contained in FCI. WIC 18961.5 only permits the exchange of additional information via MDTs.
			Provides centralized case management capabilities.	No	WIC 18961.5 does not authorize a centralized case management system; it merely authorizes a pointer system to direct users to other agencies with information about the client.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
2.	Enterprise Master Person Index (EMPI) (Under development) <u>Start-up Cost:</u> \$5.5 million has been committed for implementation <u>Source of Funding:</u> \$1.8 million from CEO \$1.8 million from CIO \$1.8 million from Quality & Productivity Commission <u>Yearly Cost:</u> Not known at this point <u>Source of Funding:</u> Not known at this point	<p>EMPI is a database application that will contain a unique identifier for every client/patient within a shared master person index for health care organizations. EMPI will automate appropriate medical, case, and service information and provides information across agencies in real-time.</p> <p>This product will be used to match and share information across multiple departments. The County has not yet selected or deployed an EMPI product. A selection committee has been tasked with finalizing a Request for Proposal (RFP) for a product selection.</p> <p>The initial user departments will be Children and Family Services (DCFS), Health Services (DHS), and Mental Health (DMH). There would be significant value to the County in later expanding use of EMPI to include Probation, Sheriff, and social services departments as well.</p> <p><u>Confidentiality:</u> A client consent form will be used as well as contractual agreements between entities to ensure information is kept confidential and shared among authorized users only.</p>	A unique identifier will be established for patients/clients receiving care or services in health care organizations.	Yes	
			Once the EMPI unique identifier is assigned, it will be cross referenced to any existing or new patient/client identifiers across the agencies.	Yes	
			EMPI will cross reference patient identifiers across multiple information systems to uniquely identify each patient, perform global patient searches and matching, consolidate duplicate patient records, create complete views of patient information and share data across multiple facilities and information systems in real-time.	No	<ul style="list-style-type: none"> WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs. EMPI could serve as a tool for MDT participants to identify and exchange more information with one another.
			The role-based security features of the EMPI will allow the system administrator to effectively control access to Protected Health Information as defined by the Health Insurance Portability and Accountability Act (HIPAA) and other sensitive information so that only authorized users with a clear job-related need for the information will be able to see it.	No	<ul style="list-style-type: none"> WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI. WIC 18961.5 requires that information may only be entered into the system by provider agency employees designated by the head of each participating provider agency who shall establish a system by which unauthorized personnel cannot access the data contained in the system.
			The system can create seamless integration with	No	Data is imported into FCI from existing provider

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
			existing departmental systems and across agencies.		agency computer systems.
3.	Marion County, Indianapolis Dawn Project The Clinical Manager Program (TCM) <u>Start-up Cost:</u> Price range \$66,000 - \$110,000 based on number of users <u>Source of Funding:</u> Jurisdiction's funding <u>Yearly Cost:</u> 16% of Total License Fee. \$1,360 per day + Travel/Expenses for customization needs <u>Source of Funding:</u> Not known at this point	<p>TCM is a software product created and used by the Dawn Project that serves as both a clinical, medical, and fiscal data sharing/tracking system. The system is used within a specified network of public and private entities and provides billing for health and mental health related activities, (i.e., Medicaid, private insurance).</p> <p>The TCM is available for purchase by other jurisdictions and can be adapted to another region's needs.</p> <p>Part of a three region initiative with:</p> <ul style="list-style-type: none"> • Mass Mental Health Services Program for Youth (MHSPY) • New Jersey System of Care Initiative • Dawn Project <p><u>Confidentiality:</u> Informed consent form is used for clients. Confidentiality agreements exist between agencies that are part of the network.</p>	Stores basic client level demographic information.	Yes	
			Stores the following additional demographic information:	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			<ul style="list-style-type: none"> • Assessments • Treatment Plans • Child and Family Team meetings • Clinical notes • Court reports • Utilization • Education 		
			Stores billing information.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
4.	Long Beach Network for Health (LBNH) Initiate Software-MedPlus¹ <u>Start-up Cost:</u> Information was not provided by organization <u>Source of Funding:</u> Information was not provided by organization <u>Yearly Cost:</u> Information was not provided by organization <u>Source of Funding:</u> Information was not provided by organization	MedPlus is a Health Information Exchange software system allowing medical organizations to share/exchange patient data with the LBNH. The MedPlus clinical portal and data exchange engine is a web-enabled application supported by a federated data architecture. <u>Confidentiality:</u> Still resolving County Counsel data sharing issues. Some data agreements have been executed between participating health care agencies.	Organizations within the network share comprehensive HIPAA-compliant patient clinical information in real-time.	No	WIC 18961.5 does not authorize a health information exchange system. It merely authorizes a pointer system to direct users to other agencies with information about the client.
			Health care interoperability software stores identifying information (marital status, driver's license, gender, SSN, race, etc.). Other identifying information regarding patient care and services is included.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Real-time access to patient medical records for all authorized users.	No	WIC 18961.5 only permits the exchange of additional information via MDTs.
			Introduces electronic patient registration.	No	WIC 18961.5 only permits basic client demographic information to be stored within a database like FCI.
			Utilizes inpatient/outpatient medical remote coding.	No	WIC 18961.5 only permits basic client demographic information to be stored within a database like FCI.

¹ LBNH was reluctant to provide budget information so as not to negatively impact their eligibility to bid for a County Health Information System RFP soon to be released.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
5.	Los Angeles County Sheriff Department (LASD) CopLINK <u>Start-up Cost:</u> \$7 million <u>Source of Funding:</u> \$4.5 million - Urban Area Security Initiative (UASI) grants \$2.5 million - LASD provided matching funds <u>Yearly Cost:</u> \$420,000 <u>Source of Funding:</u> LASD provides ongoing maintenance costs	<p>Created to assist investigators in solving crimes by providing information on persons, objects, location of contacts, and their relationships.</p> <p>Confidentiality: Memoranda of Understandings (MOUs) between agencies.</p> <p>Note: There are mechanisms in place to synchronize the restrictions so that CopLINK is in compliance with the source systems.</p>	Uncovers hidden relationships and associations.	No	WIC 18961.5 does not authorize an investigative system. It merely authorizes a pointer system to direct users to other agencies with information about the client.
			Draws data from multiple police agencies.	Yes	
			Contains copies of criminal documents.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Provides monitoring attributes.	No	WIC 18961.5 does not authorize a proactive monitoring system. It merely authorizes a pointer system to direct users to other agencies with information about the client.
			Provides notifications for new activity (new data imported).	No	Data is imported into FCI from existing provider agency computer systems.
			Shares client specific data (i.e., name, address, arrest records, personal markings, photos, etc.).	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Customized reports (customized geographic reports, Hot spots, by region, activity, etc.).	Yes	

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
6.	State of Nebraska, Health and Human Services N-Focus <u>Start-up Cost</u> (1991 – 1998) \$14.7 million: State General Funds; \$27.2 million: Federal funds (1995-2003) \$4.75 million: State General Funds; \$11.85 million: Federal Funds; Total: \$58.5 million <u>Source of Funding:</u> Combination of Federal and State funds <u>Yearly Cost:</u> \$13 – \$14 million <u>Source of Funding:</u> Combination of Federal and State funds	<p>N-Focus integrates individually maintained Health and Human Services programs into one automated system.</p> <p>N-Focus also automates the handling of client, resource, and payment information. Other N-Focus characteristics include: single access worker; interactive interview; expert system technology; on-line policy and help; alerts; seamless access to information; and client/server technology.</p> <p><u>Confidentiality:</u> Nebraska's Health and Human Services departments are organized under one administrative structure. Contractors are authorized access based on job duties. Access can be at a local office site or via a secure web access using Citrix.</p> <p>Nebraska uses Resource Access Control Facility (RACF) software to maintain security. There are 42 different profiles that can be assigned to staff based on confidentiality regulations.</p> <p>Access is controlled by a defined network of staff and procedures. Users can access information via a specific person, a master case or a provider. Any shared data, such as address, is available across the system.</p>	Users can access information via authorized staff. Any shared data, such as address, is available across the system.	Yes	
			Users can access information via a master case or a provider.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Nebraska uses Resource Access Control Facility (RACF) software to maintain security.	Yes	
			There are 42 different profiles that can be assigned to staff based on confidentiality regulations.		
			The integrated database allows for a household's data to be entered once, and data is available to multiple users.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			N-Focus determines eligibility and issues benefits (direct payments and provider claims) for over 39 programs.	No	Feature would require all departments' systems to be integrated; would need to overcome confidentiality laws.
			Provides automated budgeting for programs.	No	WIC 18961.5 only permits basic client demographic information to be stored within a database like FCI.
			Provides adult and child abuse/neglect tracking, access can be at a local office site or via a secure web access using Citrix.	Yes	
			Access can be at a local office site or via a secure web access using Citrix.	Yes	

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
7.	State of New Jersey System of Care Initiative² Absolute IS <u>Start-up Cost:</u> Not provided <u>Source of Funding:</u> Not provided <u>Yearly Cost:</u> Not provided <u>Source of Funding:</u> Not provided	Clinical information system to manage and store child and family records. One protected electronic record keeps all child and family information in one place with the capacity for 4,000 users statewide to access these electronic records as needed. <u>Confidentiality:</u> Confidentiality agreements with each participating entity. Informed consent for clients.	Shares client specific data to be used to coordinate services across multiple agencies (e.g., assessment type, family size, benefit eligibility, and case level information).	No	WIC 18961.5 only permits basic identifying client and case demographic information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Data mining capabilities.	No	WIC 18961.5 does not authorize a data mining system. It merely authorizes a pointer system to direct users to other agencies with information about the client.

² Numerous calls and emails were made to New Jersey and no response was received.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
8.	Pennsylvania County³ Child and Adolescent Service Program Performance Outcome Management System (POMS) <u>Start-up Cost:</u> Not available <u>Source of Funding:</u> State Office of Medicaid <u>Yearly Cost:</u> \$214,000 (2001) <u>Source of Funding:</u> State, and County as well as Medicaid	<p>POMS serves as the database for the HealthChoices managed care system and produces a series of performance measures/indicators for the Pennsylvania Behavioral Health Managed Care Organizations (BHMCOs).</p> <p>POMS is a computerized registry of enrollees who have accessed behavioral health services. The registry is comprised of a minimum data set including clinical descriptions such as priority population and critical dates during the episode of care such as date of first service request, registration date and termination date. Data is submitted by the BHMCOs to the POMS central database.</p> <p><u>Confidentiality:</u> Client enrollees consent forms. Contractual agreements between entities.</p>	<ul style="list-style-type: none"> Basic client level demographic information. Registrations start and end dates; educational status and vocational status. Raw data elements on patient enrollees. 	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Stores mental health and substance abuse case information.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Stores treatment plans and priority target populations; child and youth, adult MH clients.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Stores child welfare status.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Stores juvenile justice status.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Creates and tracks performance measures/indicators for the Pennsylvania BHMCOs.	No	WIC 18961.5 does not authorize a performance tracking system. It merely authorizes a pointer system to direct users to other agencies with information about the client.

³ Pennsylvania County Child and Adolescent Service Program has decided to restructure this system due to duplicative data and its inability to aggregate accurate data. Some functions of the system will be maintained such as the storing of treatment plans will continue to be used. Pennsylvania has run into issues with duplication of data and is revamping this system. However, some of the features here are worth noting.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
9.	IBM InfoSphere⁴ Software Entity Analytic Solutions (EAS) Funding Not applicable	IBM InfoSphere Identity Insight Solutions formerly known as Entity Analytics Solutions. EAS detects and identifies a single person from multiple sources even if the data is insufficient, incorrect or fraudulent. EAS tracks their disclosed (and un-disclosed) relationships. The system is sequence neutral and self-correcting. EAS functions with streaming real-time analysis.	<ul style="list-style-type: none"> Basic client level demographic information. Registrations start and end dates; educational status; and vocational status. Raw data elements on enrollees. Global name classification, matching and searching. Multi-attribute identity resolution. Proactive intelligence during search. 	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
		The system has scalable entity resolution and analysis platform for fighting threat and fraud. It provides identity and relationship disambiguation technology combined with complex event processing. The system helps the public sector organizations and commercial enterprises recognize and mitigate the incidence of fraud and threat.	<ul style="list-style-type: none"> Anonymous data sharing. Full multi-attribute relationship linking across agencies. Proactive discovery intelligence during search. Tracks both disclosed (and un-disclosed) relationships and associations. 	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
		Enables multiple organizations to selectively share data and leverage proprietary data to gain insight in a matter that never exposes sensitive information.	<ul style="list-style-type: none"> Serves as an Early Warning System Proactive discovery. Proactive perpetual identity based and transactional intelligence <i>PUSHED</i> to the people who need to know. 	No	WIC 18961.5 does not authorize a proactive warning system. It merely authorizes a pointer system to direct users to other agencies with information about the client.
			Stores child welfare status.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Stores juvenile justice status.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			<ul style="list-style-type: none"> Utilizes analytical and predictive tools (Pattern Analysis and Modeling). Streams Real-Time Analysis / Alerts. Creates and tracks performance measures. 	No	WIC 18961.5 does not authorize an analytical or predictive or performance tracking system. It merely authorizes a pointer system to direct users to other agencies with information about the client.

⁴ The EAS application is an IBM system that is available for purchase and elements of the application have been implemented in Alameda County (Model 9a) and Carson County, Nevada (Model 9b).

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
9a.	Alameda County, California Social Services Agency Social Services Integrated Reporting System (SSIRS) Entity Analytic Solutions (EAS) <u>Start-up Cost</u> Estimate \$1.8 million <u>Source of Funding</u> CalWORKs Budget Allocation, Casey Foundation, and training budget <u>Yearly Cost</u> Estimate \$563,000 <u>Source of Funding</u> CalWORKs Budget allocation, Casey Foundation, and State	SSIRS utilizes elements of the IBM EAS system and creates a single view of the client and their relationships across several source systems for their data warehouse which is providing centralized reporting to case workers through Cognos. The data warehouse also includes case and transactional data from several production systems including CalWin, Probation, and Child Welfare System/Case Management System. Over 200 tables all resolved to the EAS unique person IDs. <u>Confidentiality:</u> MOUs have been developed between the social services agencies to allow for the sharing of client information.	Same as Model #9.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Same as Model #9, excluding Anonymous Data Sharing feature.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Same as Model #9.	No	WIC 18961.5 does not authorize a proactive warning system. It merely authorizes a pointer system to direct users to other agencies with information about the client.
			Same as Model #9.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Same as Model #9.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Same as Model #9.	No	WIC 18961.5 does not authorize an analytical or predictive or performance tracking system. It merely authorizes a pointer system to direct users to other agencies with information about the client.

SUMMARY OF INFORMATION SHARING MODELS

	Data System	Description	Technical Feature	Can feature be used within FCI? Yes/No/Limited	If no, why feature cannot be used within FCI?
9b.	State of Nevada, Carson County Division of Welfare and Supportive Services IBM Relationship Resolution Software includes Entity Analytic Solutions (EAS) <u>Start Up Costs</u> FY 2006, \$343,734 purchase of system <u>Source of Funding</u> Federal Funds <u>Yearly Costs</u> FY 2007-\$83,077 FY 2008-\$126,140 FY 2009-\$141,136 <u>Source of Funding</u> Federal and State Fund	<p>The EAS repository stores demographic information only used to determine whether or not a person already exists in the system. Nevada built a front end web application that uses EAS to present back a list of possible matches that workers can use to make the determination to either add the person as new or match the person to someone who already exists. A better person resolution process reduced duplicate entries in the Nevada Operations Multi-Automated Data Systems (NOMADS).</p> <p>The web application allows the worker, if they have the authority to do so, to drill down further into a person's case information to help the worker determine whether this is the correct person.</p> <p><u>Confidentiality</u> Case management system for social workers within the Division of Welfare and Supportive Services and information is not shared outside of the Division. Self contained case management system.</p>	Same as Model #9.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Same as Model #9.	No	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI and only permits the exchange of additional information via MDTs.
			Same as Model #9, excluding Anonymous Data Sharing feature.	No	WIC 18961.5 does not authorize a proactive warning system. It merely authorizes a pointer system to direct users to other agencies with information about the client.
			Same as Model #9.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Same as Model #9.	Limited	WIC 18961.5 only permits basic identifying client and case information to be stored within a database like FCI.
			Same as Model #9.	No	WIC 18961.5 does not authorize an analytical or predictive or performance tracking system. It merely authorizes a pointer system to direct users to other agencies with information about the client.



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
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Chief Executive Officer

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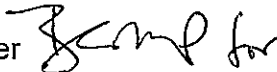
ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

June 29, 2010

To: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer 

FAMILY AND CHILDREN'S INDEX QUARTERLY REPORT EXECUTIVE SUMMARY

Since the March 9, 2010 Family and Children's Index (FCI) status report, the Chief Executive Office (CEO) and the Interagency Council on Child Abuse and Neglect (ICAN), in conjunction with the County FCI Managers Team¹ (Team) continued to make significant progress toward implementing your Board's directive to ensure that: (1) the FCI application is fully utilized; (2) efforts to include other County and non-County agencies continue to move forward; and (3) necessary enhancements are put in place to begin tracking and evaluating how information is being exchanged and used among participating FCI agencies.

The attached quarterly report is divided into two parts: (1) an outline of accomplishments achieved by the Team since the March 9, 2010 status report; and (2) preliminary efforts and results made by the Team to track and assess the exchange of information. It is important to underscore that the findings were obtained using an approach consisting of a "focus group" and an end-user survey. A more precise method for obtaining data will soon be available using a new technical enhancement that will automatically track the type(s) and frequency of communications between departments. This new enhancement is called the FCI *Communications Log* (CommLog), which is scheduled to be implemented by the middle of July 2010. In future reports, a combination of data extracted from the CommLog will be used to supplement quarterly anecdotal information obtained from focus groups and surveys.

¹ The Team is made up of representatives from the seven participating FCI agencies and the Chief Information Office, the Internal Services Department, and County Counsel.

"To Enrich Lives Through Effective And Caring Service"

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Some of the most significant highlights from the report are:

Accomplishments since the last status report for the period of March through May 2010:

- On March 9, 2010, conducted an informal “feedback” group with 60 Emergency Response Children’s Social Workers and four Human Service Workers selected from the Department of Children and Family Services’ (DCFS)-Lakewood Regional Office to gather their initial thoughts about the FCI application and information sharing process;
- On March 21, 2010, distributed a web-based survey to 814 authorized FCI users to gather crucial information about the application and its functionality;
- On March 29, 2010, submitted the County-sponsored AB 2322 (Feuer/Bass) which amends five child welfare related statutes to: (1) clarify and standardize who is allowed to participate in Multi-Disciplinary Teams; (2) authorize the County to store convictions on FCI for the 51 predicate offenses related to child abuse and neglect already being provided by the District Attorney (DA); and (3) allow identifying information on non-family members residing in a child's home to be stored in FCI;
- On April 27, 2010, ICAN and CEO, in partnership with the DA, convened a meeting with senior officers from the Los Angeles Police Department (LAPD) to discuss their potential participation in FCI. During the discussion, it was determined that LAPD’s data could be extracted from the County’s Electronic Suspected Child Abuse Reporting System (E-SCARS) and uploaded into the FCI application;
- On April 29, 2010, Police Chief, Charlie Beck formally announced LAPD’s decision to participate in FCI at ICAN’s Quarterly Policy meeting; and
- On May 12, 2010, CEO and ICAN co-chaired a meeting of medical experts from the private sector, DCFS, and the Department of Health Services (DHS). The meeting culminated in the selection of initial at-risk indicators and a data extraction methodology that will be used by DHS and could be replicated by private hospitals to participate in FCI. The group will continue to meet to refine this approach (based on DHS’ implementation and lessons learned) with the goal of bringing Children’s Hospital Los Angeles on board by October 2010.

Preliminary efforts and results made by the Team to track and assess the exchange of information show that:

- FCI has proven to be a very useful tool for the purposes of investigating child abuse and neglect;

- FCI provides valuable, comprehensive information that would otherwise not be accessible as quickly;
- Number of queries performed by the Team continue to increase each month; and
- One-third of participating department staffs report that they would not have made the same decision without having the FCI information.

As the Team continues to work collaboratively, it is expected that FCI's use and functionality will continue to improve as additional enhancements are made to the application and the information sharing process. The Team will continue to identify new legislative opportunities and expand FCI participation to include other County and non-County agencies as needed to increase the County's ability to keep children safe from abuse and neglect. We will continue to keep your Board apprised of these developments on a quarterly basis.

If you have any questions about the report or the findings, please contact me or your staff may contact Kathy House, Acting Deputy Chief Executive Officer at (213) 974-4530, or via e-mail at khouse@ceo.lacounty.gov.

WTF:KH:LB
CP:GS:hn

Attachment

c: Executive Office, Board of Supervisors
County Counsel
Sheriff
District Attorney
Children and Family Services
Mental Health
Probation
Public Health
Public Social Services



LOS ANGELES COUNTY

FAMILY and CHILDREN'S INDEX

STATUS REPORT (March – May 2010)

Includes preliminary FCI assessment data for January – March 2010

FAMILY and CHILDREN'S INDEX (FCI) OVERVIEW

FCI is the name given to the Los Angeles County customized application authorized by California Welfare and Institutions Code (WIC) Section 18961.5. The statute allows children services, health services, law enforcement, mental health services, probation, schools, and social services agencies

Los Angeles County's At-Risk Definition

- All "substantiated" and "inconclusive" allegations of child abuse reported to a child protection agency not including unfounded allegations;
- Whenever a child is allegedly the victim of a crime; and
- An event or fact involving a child or family member that, in and of itself, would not meet the Child Abuse and Neglect Reporting Act (CANRA) definition of child abuse nor trigger a mandated report, but which would, when combined with additional events or facts, raise a reasonable cause for concern that the family is in need of intervention or services to prevent the occurrence of child abuse and neglect as defined in CANRA.

within counties to share specific information about families who have had relevant contacts with these agencies and who have been identified as being at risk for child abuse or neglect. The statute requires that each county develop their own "at-risk" definition (see box at left for the County's at-risk definition).

The application can only store specific information as allowed by law (see box below). It does so by receiving data from participating agency databases using a set of agency-specific at-risk indicators that conform to the County's at-risk definition. As described in the November 2009 FCI Memorandum of Understanding

(MOU), each agency uses their at-risk indicators as a filter to identify relevant cases. Once these cases are identified, allowable information is electronically imported into the FCI application.

Serving as a "pointer" system, FCI directs authorized users of participating agencies to other participating County agencies who have had contact with the family subject to an initial search/match made through the application. Once users are pointed to other agencies, the statute requires that confidential, substantive information about a family be shared through the formation of Multi-Disciplinary Teams (MDTs), unless some other legally permissible way to share that information already exists. (See below for list of current County participating agencies.)

Allowable FCI Data

- Name, address, telephone number, and date and place of birth of family members;
- Number assigned to the case by each provider agency;
- Name and telephone number of each employee assigned to the case from each provider agency; and
- Date or dates of contact between each provider agency and a family member or family members.

CURRENT COUNTY PARTICIPANTS

- Department of Children and Family Services (DCFS);
- District Attorney (DA);
- Department of Mental Health (DMH);
- Probation Department (Probation);
- Department of Public Health (DPH);
- Department of Public Social Services (DPSS); and
- Los Angeles Sheriff's Department (LASD).

REPORT OVERVIEW

Since the March 9, 2010 status report, the Chief Executive Officer (CEO) and the Interagency Council on Child Abuse and Neglect (ICAN), in conjunction with the FCI Managers Team¹ (Team) continued to make significant progress toward implementing your Board's directive to ensure that: (1) the FCI application is fully utilized; (2) efforts to include other County and non-County agencies continue to move forward; and (3) necessary enhancements are put in place to begin tracking and evaluating how information is being exchanged and used among participating FCI agencies.

This report is divided into two parts. The first is an outline of accomplishments since the March 9, 2010 status report. The second consists of preliminary efforts and results to track and assess the exchange of information, such as: (1) when requests for information from agencies are initiated; (2) the timeliness by which agencies respond to these requests; and (3) to the extent possible, how subsequent information is shared by FCI agencies.

It is important to underscore that these are *preliminary* findings that were obtained using an approach consisting of a "focus group" and an end user survey. A more precise method for obtaining data will soon be available through the FCI *Communications Log* (CommLog), which will automatically track much of this information. The CommLog is scheduled to come online by the middle of July 2010. In future reports, a combination of data extracted from the CommLog will be used to supplement quarterly anecdotal information obtained from focus groups and surveys.

IMPLEMENTATION HIGHLIGHTS

OPERATIONAL

- On March 9, 2010, conducted an informal "feedback" group with 60 Emergency Response (ER) Children's Social Workers (CSWs) and four Human Service Workers selected from DCFS' Lakewood Regional Office to gather their initial thoughts about the FCI application and information sharing process;
- On March 21, 2010, distributed a web-based survey to 814 authorized FCI users to gather crucial information about the application and its functionality;
- On April 1, 2010, submitted a Board memo entitled: "Family and Children's Index Replacement System Analysis and Recommendations". The memo was based on extensive national research on information sharing computer systems and contained an inventory of both County and non-County systems that could be used to supplement the FCI application by facilitating the exchange of information following a search and match into FCI. The memo also indicated that the FCI pointer application (FCI Tool) could not be changed without first significantly modifying the WIC statute 18961.5 and related laws;
- On April 27, 2010, ICAN and CEO, in partnership with the DA, convened a meeting with senior officers from the Los Angeles Police Department (LAPD) to discuss their potential participation in FCI. During the discussion, it was determined that LAPD data could be extracted from the County's Electronic Suspected Child Abuse Reporting System (E-SCARS) and uploaded into the FCI application;

¹The Team is made up of representatives from the seven participating FCI agencies and the Chief Information Office, the Internal Services Department, and County Counsel.

- On April 29, 2010, Police Chief, Charlie Beck formally announced LAPD's decision to participate in FCI at ICAN's quarterly Policy meeting;
- On May 7, 2010, CEO and ICAN met with administrative and General Counsel representatives from the Los Angeles County Office of Education (LACOE) to explore their participation in FCI. Additional meetings are planned to discuss potential costs that might be incurred if LACOE participate in FCI; and
- On May 12, 2010, CEO and ICAN co-chaired a meeting of medical experts from the private sector, DCFS, and the Department of Health Services (DHS). The meeting culminated in the selection of initial at-risk indicators and a data extraction methodology that will be used by DHS and could be replicated by private hospitals to participate in FCI. The group will continue to meet to refine this approach (based on DHS' implementation and lessons learned) with the goal of bringing Children's Hospital LA (CHLA) on board by September 2010.

NEXT STEPS

- By July 23, 2010, complete online end user CommLog training for all participating FCI agencies;
- By July 27, 2010, execute the FCI MOU with LAPD;
- By July 27, 2010, execute a new FCI MOU that includes updated at-risk indicators for current departments and DHS;
- By July 30, 2010, conduct quarterly focus group(s) and distribute FCI end-user web-based survey;
- By August 15, 2010, train authorized users from DHS and LAPD on all aspects of the FCI application, as well as procedures and protocols for exchanging information;
- By August 16, 2010, in consultation with County Counsel and with efforts led by ICAN, execute the FCI MOU with the County's Department of the Coroner (Coroner);
- By August 23, 2010, train authorized staff from the Coroner on all aspects of the FCI application, as well as procedures and protocols for exchanging information;
- By October 15, 2010, execute the FCI MOU with CHLA; and
- By October 22, 2010, train authorized staff from CHLA on all aspects of the FCI application, as well as procedures and protocols for exchanging information.

TECHNICAL ENHANCEMENTS

ISD, with support from the Team, continued to implement a variety of technical enhancements that have increased the effectiveness of the FCI application, as well as its administration. These enhancements include:

- On February 2, 2010, granted CEO access to FCI reports for administrative and accountability purposes;
- February 22 and March 4, 2010, revised the Agency Data Import Information Report and the Queries Report to include uploaded information by day of week and generate reports using time ranges;
- On March 22, 2010, revised Program Manager display information on the *Verification Question and Answer* screen to facilitate verification of authorized end-users; and
- On March 22, 2010, revised the *Data Statistics* screen to include the frequency each agency imports data into FCI.

NEXT STEPS

- By July 16, 2010, create and implement a mechanism to automatically extract allowable information from the County's E-SCARS database for LAPD into FCI. While this process was developed to expand FCI participation by LAPD, it can also be used to expand participation to all law enforcement agencies in the County that agree to join FCI; and
- By July 23, 2010, implement the CommLog to automatically track and assess the exchange of information, such as: (1) when requests for information from other agencies are initiated; (2) the timeliness by which agencies respond to these requests; and (3) to the extent possible, how subsequent information is shared by FCI agencies.

LEGISLATIVE EFFORTS

County-sponsored AB 2322 (Feuer/Bass), amends five child welfare related statutes to: (1) clarify and standardize who is allowed to participate in MDTs; (2) authorize the County to store convictions on FCI for the 51 predicate offenses related to child abuse and neglect already being provided by the DA; and (3) allow identifying information on non-family members residing in a child's home to be stored in FCI. These changes to the law reflect feedback received from participating FCI agency staff (see Assessment Section below). AB 2322 passed the Assembly Floor by a vote of 77 to 0 on June 1, 2010, and is scheduled for a hearing in the Senate Human Services Committee on June 22, 2010. This measure is co-sponsored by the County Welfare Directors Association and the Service Employees International Union.

In addition, the DA has also introduced a bill to facilitate a more expeditious exchange of information among participating FCI agencies by reducing the number of members required to form a MDT from three to two. Ultimately, these legislative changes will help facilitate better decision making by CSWs who investigate allegations of child abuse and neglect and will promote the timely exchange of comprehensive information among FCI agencies.

FCI ASSESSMENT

The sections below detail the approaches and initial findings used to assess how end-users experience the FCI application and any subsequent exchange of information that occurs between participating FCI agencies.

Below are two scenarios that demonstrate how useful the FCI Tool has been to DCFS CSWs when investigating alleged cases of child abuse and neglect. These experiences are taken from a survey conducted on March 31, 2010:

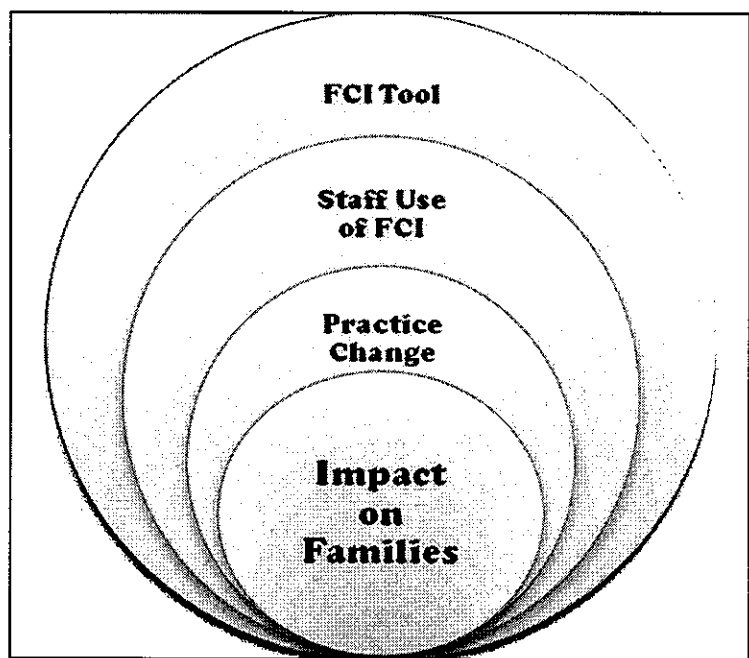
1. *A search into the FCI database indicated that there was a match with the DA. As a result, the CSW spoke to the DA contact person and found out that the father had been incarcerated for two years due to child cruelty and domestic violence. Because the father did not disclose this information to the CSW during the interview, the FCI information was extremely helpful in making the decision to remove the child from the home and place with relatives for his safety.*
2. *During the course of investigating a child abuse referral, a CSW received information from FCI that the child in question had contact with DMH. As a result, the CSW contacted DMH to learn more about the child's needs and current and past services. This interaction was very helpful to the CSW because the parents had limited the amount of information they shared. Because the CSW was able to gain more information about the child's mental health history, they were able to conduct a more thorough investigation.*

OVERVIEW OF ASSESSMENT STRATEGIES AND TOOLS

As described earlier, the Team has developed a variety of assessment strategies to begin measuring both the operational aspects of the FCI Tool, as well as how information is shared and used among participating departments. By better understanding these two areas, the Team plans to track interdepartmental teaming efforts and changes in joint case management practices (Practice Change) associated with FCI. Ultimately, the Team wants to determine the impact FCI-related activities have on children and their families. Please see box below for an overview of the four key aspects of FCI that the Team plans to assess over time.

As a means of developing a baseline for future assessment efforts, the Team distributed a web-based survey to over 814 users and conducted an informal feedback group with 60 Emergency Response (ER) CSWs and four Human Service Workers.

Based on the data collected, the Team concluded that a significant number of users have found the FCI application to be very helpful. For example, many staff indicated that key information, such as domestic violence and mental health histories would not have been as readily available if FCI didn't exist. Further, most cited that the information



obtained through FCI had helped them design a more robust plan to protect the child and/or help the family.

"FCI information, especially from law enforcement, heavily assists with the investigation." DCFS CSW

Below is a detailed description of the assessment process and the initial findings obtained.

A. INFORMAL FEEDBACK GROUP

As previously mentioned, the Team intends to conduct focus groups with FCI users from all participating agencies on a quarterly basis. On March 9, 2010, an informal "feedback" group was conducted as a pilot effort. The group consisted of CSWs and Human Service Workers selected from DCFS' Lakewood Regional Office. A series of questions were asked and an open dialogue was encouraged. In addition to gathering vital feedback about FCI, additional discussion themes and questions were identified that will be used to guide the design of future focus groups. Overall, staff felt that the FCI application works efficiently and provides helpful and timely information. They also felt that most of the seven participating departments responded to requests for information promptly and thoroughly. Finally, participants were asked to recommend ways for improving FCI.

Below are some of the most common responses/themes obtained from the group:

What is working?

- A number of ER CSWs stated that DMH is very helpful and takes "a lot of time with us to discuss the case" in question. The CSWs appreciated the time and effort on the part of DMH staff to engage in joint case planning;
- Many CSWs stated that "the DA is always extremely prompt with their responses and helpful especially in the Long Beach Office";
- The User Verification process works well and is easy to use;
- The FCI training was helpful and covered all aspects of how to use FCI; and
- It is extremely helpful to have FCI information such as domestic violence history before going out on the initial visit to the home.

"I would honestly have to say that the FCI is a very useful tool." DCFS CSW

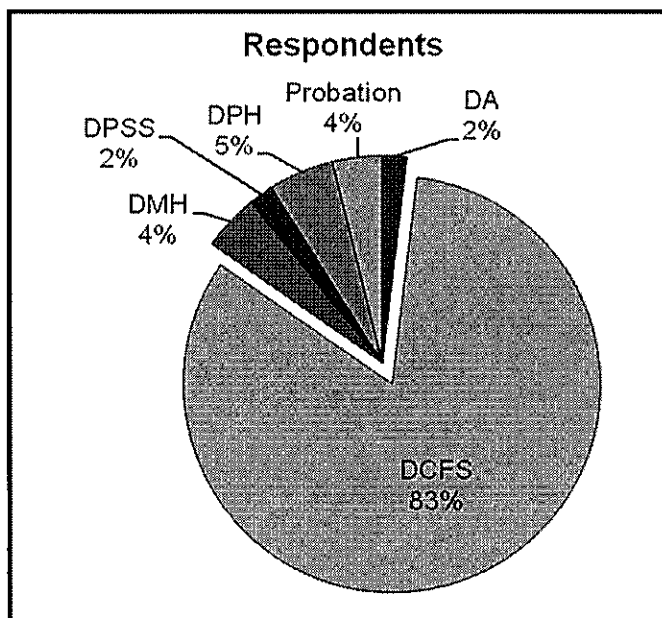
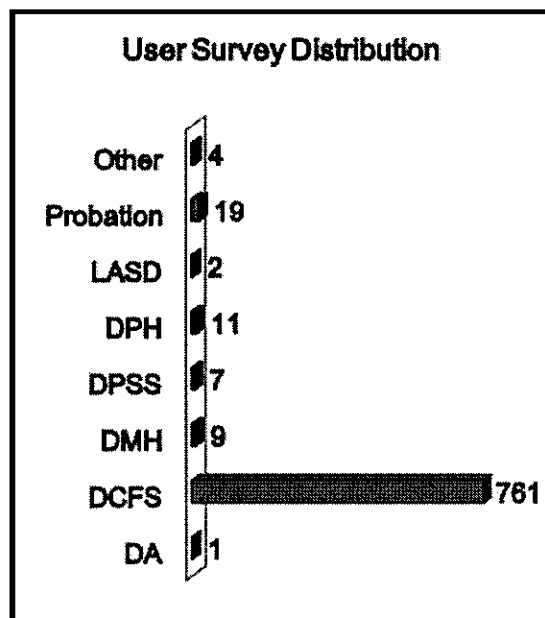
Suggested improvements

- Sometimes, FCI information is not as current as the CSWs would like it to be. However, the information is still valuable because it shows history for a family, which may still have an impact on the current situation;
- CSWs felt that it would be best if the FCI search (query) was done by the DCFS Hotline staff when the referral comes in rather than sending the referral to the respective regional office to conduct a search. It would be more efficient if the referral and the FCI results came to the regional office at the same time;
- All departments need to respond to requests for information within the mandated 72-hour period;
- Automate the information request and response process so that appropriate information can be sent through email;
- Develop the means to simultaneously submit a single request for information to all relevant departments so that CSWs can receive all the requested information at once without having to submit multiple requests for information;
- List all the convictions for family members and anyone else living in the home;

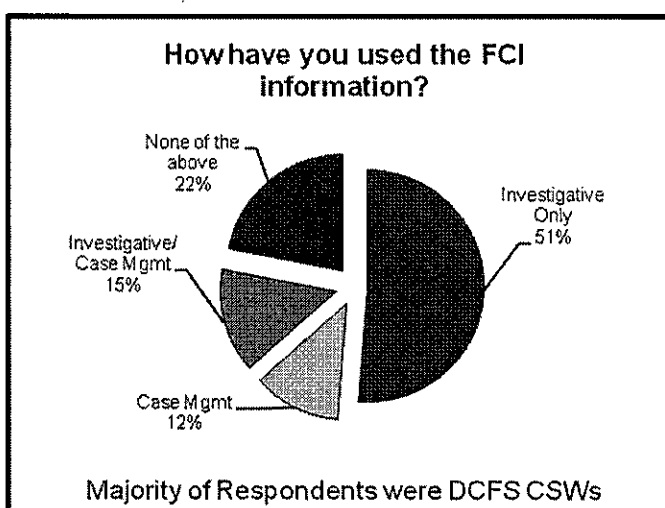
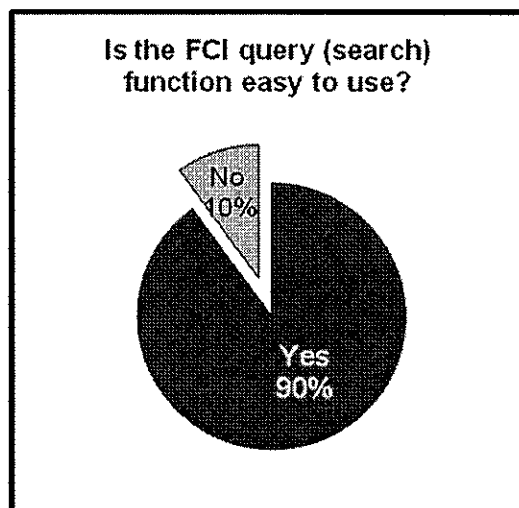
- Develop a link to E-SCARS to help get criminal record information from all reporting agencies faster;
- Include school information in FCI; and
- Reduce the number of staff required to form a MDT from three to two persons.

B. USER SURVEY RESULTS

On March 31, 2010, the Team distributed a 23 question survey using County web-based software to all recently trained FCI users. The purpose of the survey was to gather information from front line staff to inform future enhancements of the FCI application and the information sharing protocols. Surveys will be automatically emailed to new and current users each quarter and will continue to be revised based on responses received. The survey was distributed to 814 FCI users with nearly 20 percent (158) of users responding.



The following are highlights of the most significant results obtained from the survey. Note: not all respondents provided comments.



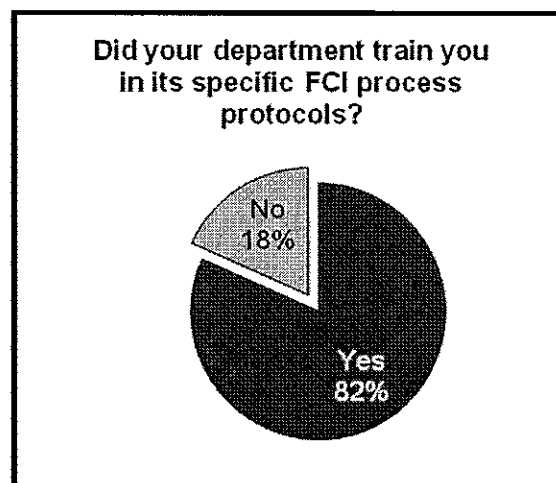
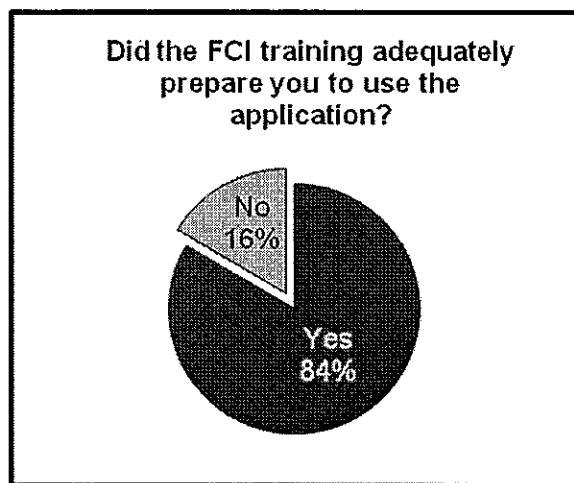
FCI INFORMATION SHARING PROCESS

Most common themes

- Provide access to specific case information as opposed to having to contact each department to obtain the information;
- Improve the time it takes other departments to share information as it can take weeks to receive a call back regarding a request for information;
- Reduce the time needed to acquire specific case information by attaching the FCI search results to the referral rather than having to follow-up with each department individually;
- Provide clearer guidelines about what types of information can be shared and in what context that information can be exchanged; and
- Create a specific unit within each department to conduct FCI searches, make requests for information and facilitate all documentation of FCI information for social workers. This would eliminate duplicative searches and cut down on increased workload.

"The FCI report allowed us to see that a criminal with child abuse history lived in the home." Public Health Nurse

FCI overall training – (1,202 staff were trained between November 2009 and January 2010.)



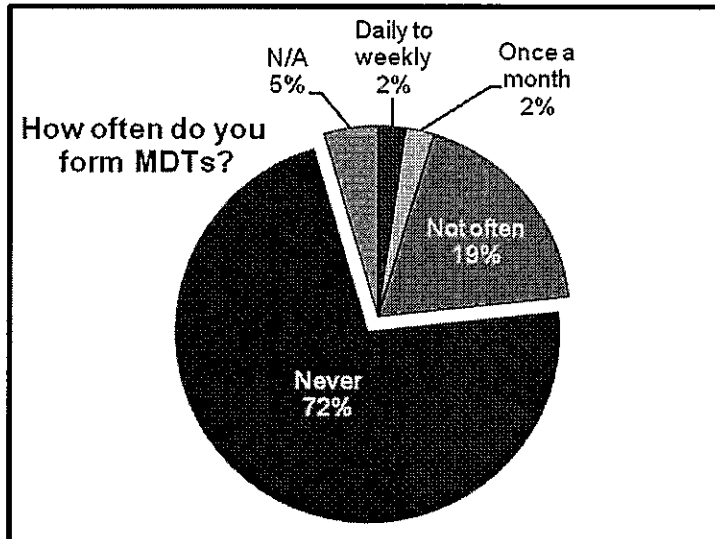
FCI QUERY RESULTS

Most common themes

- FCI contains accurate data;
- FCI information has helped in identifying the current location of a child and/or family;
- Oftentimes the data does not show matches with other departments that may exist (i.e., DPSS);
- Occasionally FCI does not reflect complete DCFS history;
- Accuracy of information can be inconsistent or outdated; and
- Sometimes the dates of the events are incorrect.

Formation of MDTs

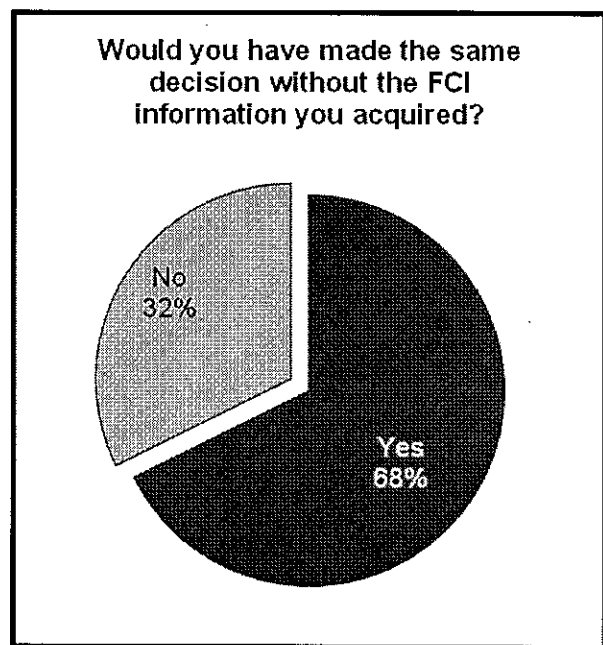
As indicated in the chart below, MDTs are not frequently formed. Confidential, substantive information about a family is not always required to be shared through the formation of MDTs if other legally permissible ways to share that information already exist. For example: DCFS, DMH, and Probation, can share information with one another without forming MDTs as other existing laws² permit this exchange to occur.



DECISION-MAKING USING FCI INFORMATION

Most common themes

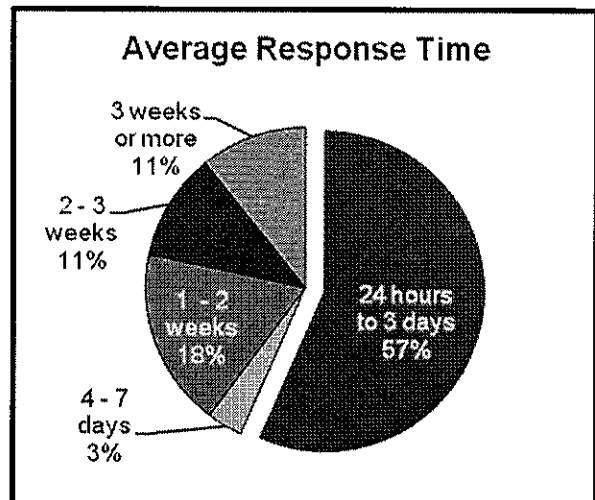
- One third of CSWs would not have made the same decision if they did not have access to FCI information (see chart);
- FCI provides valuable comprehensive information and is a very useful tool;
- Historical information does not accurately portray the current level of stability of the family or their current needs;
- CSWs can gain information from FCI that they would not otherwise be able to access quickly;
- CSWs are able to design a more appropriate case plan for the child and the family because FCI provides valuable mental health information;
- FCI helps to understand past history; and
- FCI is only used because it is mandated by DCFS leadership.



² California Civil Code 56.103 and Penal Code Sec.11160 and 11166.

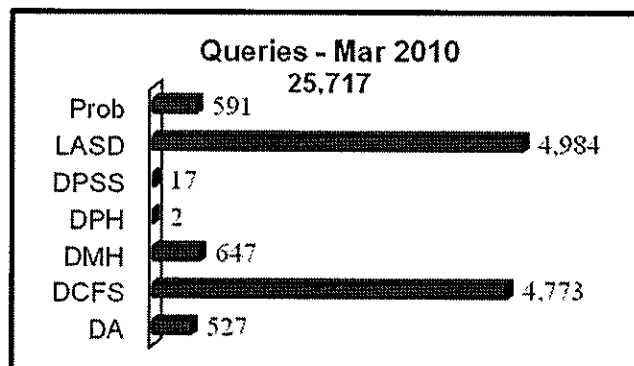
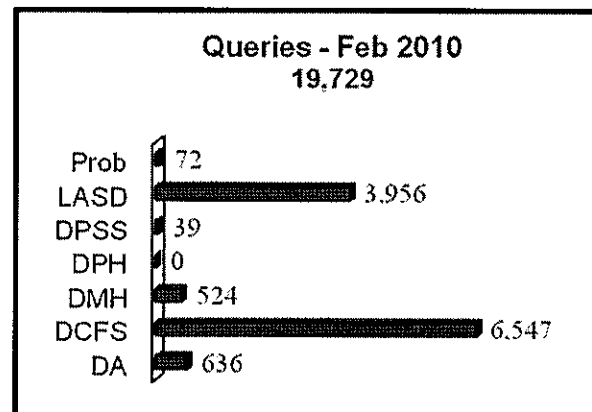
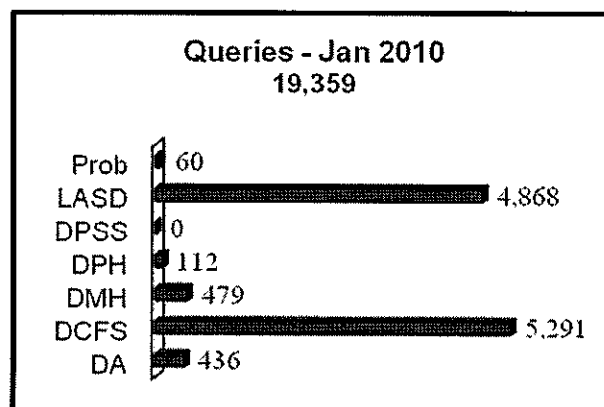
Average response time to inquiries between departments

According to the FCI MOU, each participating agency shall respond to requests for information from another FCI agency immediately or within three business days of the time that it was made. Also, each agency is required to maintain 24 hours/seven-days-a-week capability to respond to requests for information. It is expected that the time gap will improve as the CommLog technical enhancement is implemented by June 30, 2010.



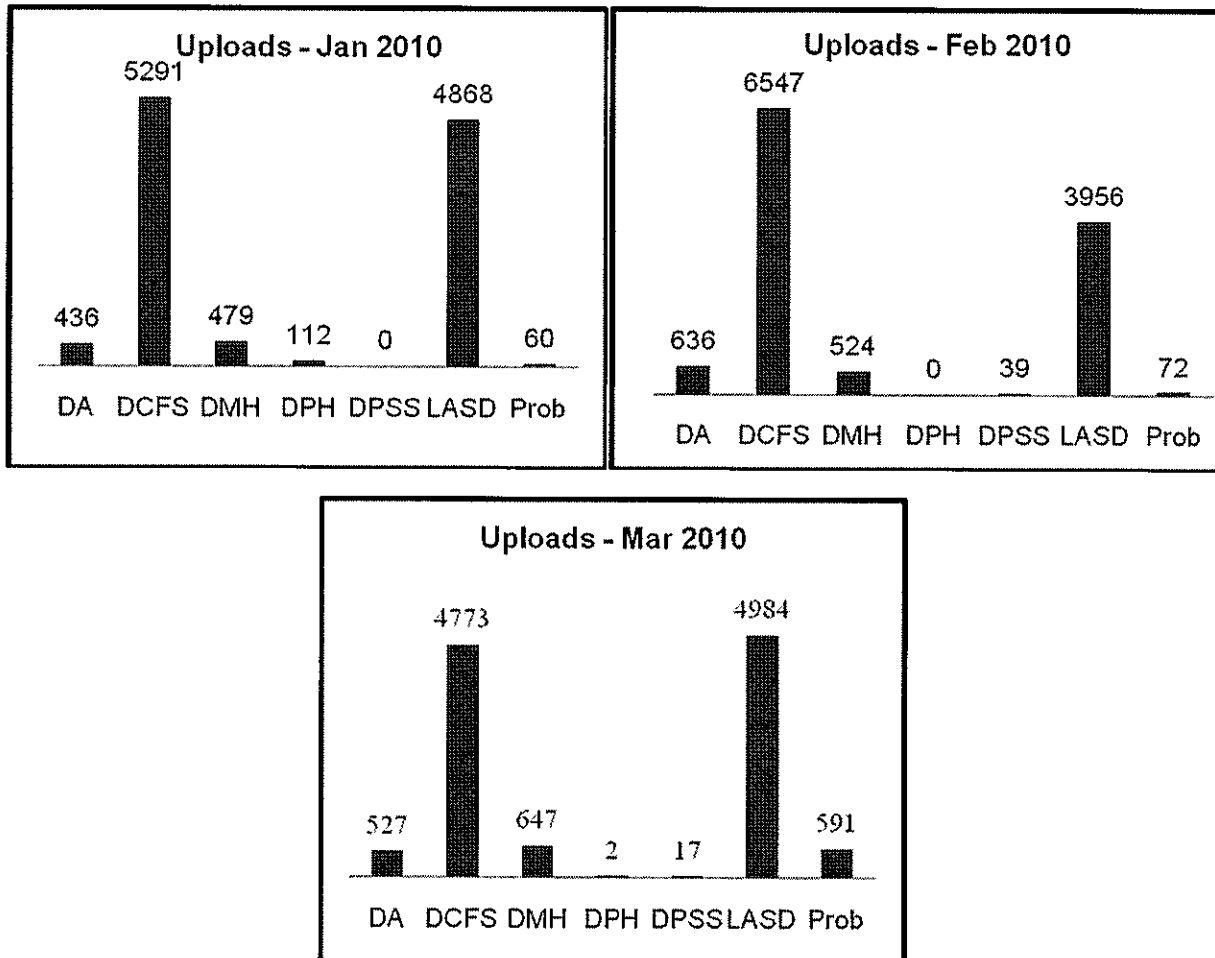
C. FCI OVERVIEW

The majority of queries into FCI are performed by DCFS' staff for the purposes of investigating suspected instances of child abuse and neglect. Other County departments perform queries to verify addresses, to assist in basic case management and/or to verify whether a record exists. Therefore, the number of queries performed is not necessarily indicative of actual use of the FCI by each department. It is also important to note that the total number of queries does not equate matched records because the query acts much like a search engine in that results may produce a large amount of records that need to be further refined with the additional search criteria. This issue will be resolved through the future technical enhancements to FCI.



Data uploads

The frequency of data uploads outlined in the charts below is indicative of only new records being added to FCI on a monthly basis. Few or no data uploads indicates that no upload was necessary because no records matched the agency's at-risk criteria for the reporting period.



Interdepartmental communications data

As mentioned earlier in this report, the Team has developed an automated mechanism, called the FCI CommLog, which will track interdepartmental communications. However, since the CommLog was not in operation during the writing of this report communication traffic between agencies for the period spanning January – March 2010, had to be estimated manually through the use of internal agency logs that were then submitted to the CEO for analysis. Additionally, given that DCFS does not have the capacity to track the number of actual requests for information made to other departments, ISD calculated the average number of potential requests for information that could have been made by DCFS to other departments during this time period.

As can be seen in the following two charts, the number of average potential requests for information made by DCFS to other departments does not match the total number of estimated responses to DCFS documented by departments.

**DCFS Requests for Information from other Departments and
Estimated Departmental Responses to DCFS
January – March 2010**

DCFS Requests for Information	
Average Potential Requests	2,616

Estimated Responses to DCFS	
DMH	144
DPH	16
DPSS	5
LASD	431
Probation	35
Total	690

The current inability for the County to accurately calculate the flow of information between departments helps to reinforce the need for an automated CommLog. The CommLog will provide real-time traffic data, thereby, greatly enhancing the Team's ability to take corrective actions as needed and provide a more comprehensive picture of how information is exchanged among participating agencies.

CONCLUSION

Over the last quarter, the CEO, ICAN, and the Team have continued to work collaboratively to implement your Board's directive to fully implement the use of the County's FCI application. Building on the success of the previous quarter (i.e., implementing a series of end user technical enhancements, standardizing protocols and executing a new MOU, and training over 1,200 staff), the Team was able to expand FCI participation to other County and non-County agencies; and wrote and submitted AB 2322. In addition, the Team developed a series of assessment/diagnostic tools, such as focus groups, surveys and the CommLog to facilitate information sharing among agencies and increase accountability among FCI partners to better identify, prevent, manage, and/or treat child abuse or neglect.

As the Team continues to work collaboratively, it is expected that FCI's use and functionality will continue to improve as additional enhancements are made to the application and the information sharing process is guided by feedback received from FCI end-users. The Team will continue to identify new legislative opportunities and expand participation to include other County and non-County agencies as needed to increase the County's ability to keep children safe from abuse and neglect. We will continue to keep your Board apprised of these developments on a regular basis.



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

November 18, 2010

To: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Board of Supervisors
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DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

FAMILY AND CHILDREN'S INDEX STATUS REPORT

On April 27, 2010, your Board directed the Chief Executive Officer (CEO) in consultation with the Chief Information Office (CIO), County Counsel, and other County departments currently exploring information sharing initiatives to: (a) examine other interagency information sharing systems nationwide, and determine what, if any, best practices could legally be integrated into the Family and Children Index (FCI) system including cost, and report back in 60 days; and (b) track and report back preliminarily in six months with a final report in 12 months on the overall efficacy of FCI, including the following issues: (i) quality of information, including assessment of FCI import barriers; (ii) level of usage by County staff; and (iii) ability of the leadership in Los Angeles County departments which participate in FCI to ensure usage compliance, as well as timely response to inquiries initiated as a result of searches in FCI which revealed prior contact(s) by various County departments.

In response to the April 27, 2010 motion, the CEO submitted two reports on June 29, 2010 that provided: (1) a detailed analysis of interagency sharing systems nationwide; and (2) a status report describing the progress that the CEO and the Interagency Council on Child Abuse and Neglect (ICAN), in conjunction with the FCI Managers Team¹ (Team), has made toward implementing your Board's directive to ensure that FCI is fully utilized.

¹The Team also includes representatives from the nine participating FCI agencies, CIO, County Counsel, and the Internal Services Department (ISD).

"To Enrich Lives Through Effective And Caring Service"

**Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only**

This report is divided into two parts. Part I highlights major operational, technical and legislative accomplishments achieved by the Team from June 1, 2010 through October 29, 2010. This section includes a description of progress made by the Team to develop the FCI Communications Log² (CommLog), which is set to be pilot tested in January 2011; and a recommendation to use \$159,720 of Healthier Communities, Stronger Families and Thriving Children (HST) funds already allocated to enhance FCI to launch the pilot and complete Countywide roll out of the CommLog by May 31, 2011.

Part II consists of an *Assessment of FCI* based on usage reports and feedback received from staff participating in a series of Department of Children and Family Services (DCFS) regional office discussions conducted by the CEO and DCFS during the months of August and September. As directed by your Board, a more detailed assessment of FCI will be provided in our final status report, which is scheduled for May 2011.

BACKGROUND

FCI is the name given to the Los Angeles County custom application authorized by California Welfare and Institutions Code (WIC) Section 18961.5. The statute allows children services, health services, law enforcement, mental health services, probation, schools, and social services agencies within counties to share specific information about families who have had relevant contacts with these agencies and who have been identified as being at risk for child abuse or neglect. The statute requires that each county develop their own "at-risk" definition.

The application can only store specific information as allowed by law. It does so by receiving data from participating agency databases using a set of agency specific at-risk indicators that conform to the County's overall definition of "at risk". As described in the August 11, 2010 FCI Memorandum of Understanding (MOU), each agency uses their at-risk indicators as a filter to identify relevant cases. Once these cases are identified, legally allowable information is electronically imported into FCI.

Serving as a "pointer" system, FCI directs authorized users of participating agencies to other participating County agencies who have had contact with the family subject to an initial search and match made through the application. Once users are pointed to other agencies, the statute requires that confidential, protected health, substantive information about a family be shared through the formation of Multidisciplinary Teams (MDTs), unless some other legally permissible way to share that information already exists.

² The CommLog is designed to automatically track and assess the exchange of information among agencies, such as: (1) when requests for information from agencies are initiated; (2) the timeliness by which agencies respond to these requests; and (3) to the extent possible, how subsequent information is shared by FCI agencies.

PART I: IMPLEMENTATION HIGHLIGHTS

Below are highlights of major accomplishments achieved by the Team from June 1, 2010 through October 29, 2010:

OPERATIONAL

- On June 22, 2010 and August 9, 2010, the CEO and DCFS provided testimony on Assembly Bill (AB) 2322 (Feuer/Bass) to both the State Senate's Health and Human Services and Finance Committees;
- On August 4, 2010, the CEO conducted a FCI "refresher" presentation to DCFS senior managers and regional administrators. The presentation has been used to engage regional office staff in discussion groups related to their use of FCI and any recommended improvements they might have;
- On August 10, 2010, the CEO and DCFS conducted the first in a series of 24 presentations/dialogues with regional office staff and staff from special units;
- On August 11, 2010, the CEO and the Team executed a revised FCI MOU, adding the Department of Health Services (DHS) as a new participating FCI agency, updating the at-risk indicators for most agencies and adding ICAN as a signatory;
- On September 7 and 9, 2010, the CEO and the Office of the District Attorney (DA) conducted two FCI Overview Training sessions with DCFS Public Inquiry and Hotline staff as a result of a new DCFS policy requiring these staff to respond to requests for information from other participating FCI agencies;
- On September 22, 2010, the CEO trained authorized users from DHS on all aspects of the FCI application;
- On October 12, 2010, ICAN and CEO met with the Coroner to further define their at-risk indicators, policies and procedures and identify any resources and potential costs related to their participation in FCI;
- On October 13, 2010, the CEO and DA trained authorized users from the Los Angeles Police Department (LAPD) on all aspects of the FCI application, including their policies and procedures for exchanging information with other participating FCI agencies; and

- On October 22, 2010, the Memorandum of Agreement (MOA) between the County and LAPD was executed, allowing LAPD to fully participate in FCI. LAPD is the first non-County agency to join FCI.

NEXT STEPS:

The target dates for the deliverables outlined below were revised to allow additional time for: (1) the CEO and Internal Services Department (ISD) to meet with agencies and customize the CommLog to meet their specific agency requirements; (2) the CEO to finalize the LAPD MOA and seek your Board's authority to execute it; and (3) DHS to upload information into FCI and allow the Team to analyze the records being added.

- By February 28, 2011, the CEO, in consultation with County Counsel and with efforts led by ICAN, will execute a new FCI MOU that includes the Coroner;
- By March 31, 2011, the CEO and DA will train authorized Coroner users on all aspects of the FCI application, including their policies and procedures for exchanging information with other participating FCI agencies; and
- By June 30, 2011, based on the outcome of the analysis of DHS data uploads, the CEO, in partnership with ICAN, will convene a meeting to discuss the feasibility of integrating private hospital data into FCI.

TECHNICAL ENHANCEMENTS

ISD, with support from Team members, continued to implement a variety of technical enhancements that have increased the effectiveness of the FCI application. These include:

- On June 15, 2010, DCFS and ISD developed an initial automated approach to transfer allowable LAPD information from the County's Electronic Suspected Child Abuse Report System (E-SCARS) database into FCI;
- On August 30, 2010, ISD implemented the enhanced address verification (Geo Version) function. This new feature produces more accurate matches as the search function automatically verifies addresses based on geographical location;
- On September 16, 2010, the CEO and ISD presented the final revised version of the CommLog to the Team, which included agency-specific requirements received during various customization meetings. The CommLog was unanimously approved for pilot testing pending the completion of additional minor changes requested by agencies; and

- On October 19, 2010, DHS began uploading their records into FCI.

NEXT STEPS:

The time frames for technical enhancements were also revised for the same reasons as outlined in the previous section. As mentioned earlier, the CEO recommends that \$159,720 in HST funds already allocated to enhance FCI be used to complete the technical enhancements to the CommLog and ensure Countywide roll out by May 31, 2011, as described below:

- By October 29, 2010, ISD and DCFS will conduct the first "live" download of allowable LAPD information into FCI from E-SCARS;
- By December 31, 2010, ISD will complete any outstanding CommLog modifications and begin training staff that will participate in the CommLog pilot;
- By January 31, 2011, the Team will complete the CommLog pilot;
- By February 28, 2011, based on the results of the pilot, ISD will begin a phased roll out of the CommLog to each of the FCI participating agencies; and
- By May 31, 2011, the Team will complete Countywide implementation of the CommLog.

LEGISLATIVE EFFORTS

County-sponsored AB 2322 (Feuer/Bass) was signed by the Governor on September 29, 2010. The law is effective immediately because an urgency clause was attached to the bill. The new law allows FCI to: (1) store identifying information for all non-family members residing in a child's home; (2) list convictions of crimes against children for up to 50 years; and (3) clarify who can participate in MDTs. The new law also requires counties with such a computerized database system to install system controls to monitor system use and to detect any violations of the system controls. The changes made to FCI through this law are consistent with feedback received from DCFS staff surveyed earlier in the year and reiterated during the presentations/dialogues that were recently conducted (Attachment). AB 2322 received unanimous bipartisan support in both houses and was co-sponsored by the County Welfare Directors Association and the Service Employees International Union (SEIU).

AB 2229 (Brownley), introduced by the DA, was also signed into law on September 29, 2010. This new law will facilitate a more expeditious exchange of information among participating FCI agencies by reducing the number of members required to form a MDT from three to two. Ultimately, these legislative changes will help

facilitate better decision making by Children's Social Workers (CSWs) who investigate allegations of child abuse and neglect and promote the timely exchange of comprehensive information among FCI agencies. AB 2229 will become effective January 1, 2011.

PART II: FCI ASSESSMENT

As reported in our June 29, 2010 Status Report, the Team administered 814 end-user surveys to gather valuable information related to the functionality and use of FCI. The Team plans to continue to conduct surveys in the future and will combine the findings from these surveys with data gathered from the CommLog to better assess the use and effectiveness of FCI.

For this reporting period, the CEO and DCFS conducted a series of FCI "refresher" presentations as a means of gathering information directly from FCI users. These presentations were designed to dispel misconceptions about FCI, discuss improvements being implemented (i.e., the "Geo Version" and CommLog), and reinforce policies/procedures related to the exchange of information among FCI agencies. In addition, the presentations provided an opportunity to engage DCFS regional staff in a dialogue about their experiences with FCI and how to further improve it. From August 4, 2010 through October 29, 2010, the CEO and DCFS conducted 17 of 24 planned presentations/discussion groups with DCFS staff, including a presentation to SEIU Local Chapter 721. The remaining presentations/dialogues are scheduled to be completed by December 2010.

HIGHLIGHTS OF FCI DIALOGUES

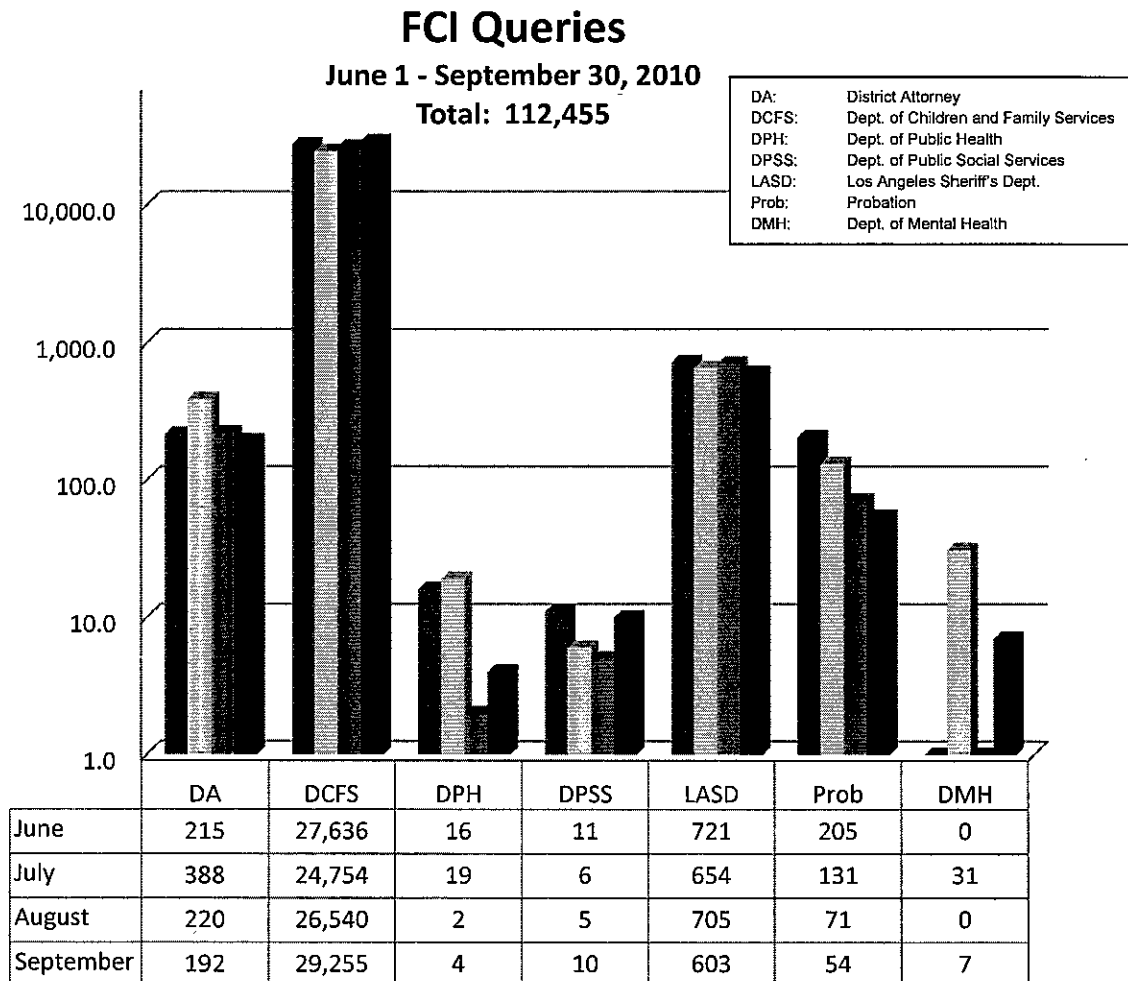
Through a broad set of questions, the CEO and DCFS were able to gather detailed feedback from approximately 550 CSWs, Search, Attach and Merge Clerks, Regional Administrators, and staff from special units. Some of their most common responses/themes that emerged from the dialogues were that FCI is easy to use, provides very helpful information, and that the accuracy of the information and the response times from other departments has greatly improved. Other significant comments related to improvements were to expand some of the departments' at-risk indicators to capture a broader range of records and to reinforce FCI policy and procedures related to use of the application. Specific comments, as well as actions taken by the Team, are included in the Attachment.

Recommendations that were not included in the Attachment will be analyzed by the Team to determine their feasibility for implementation. Based on that analysis, the Team will develop its recommendations and report back to your Board as part of our final status report scheduled for May 2011.

FCI DATA QUERIES

Between June 1, 2010 and September 30, 2010, a total of 112,455 FCI queries were made by participating agencies. The top three departments that queried FCI were: DCFS: 108,185; LASD: 2,683; and DA: 1,015.

Note: Queries performed is only a partial indicator of overall FCI use. The majority of queries were performed by DCFS. Other County agencies queried FCI for a variety of reasons including verifying addresses, assisting with basic case management processes, and/or verifying the existence of historical records. Not all agencies query FCI as part of their normal business process.

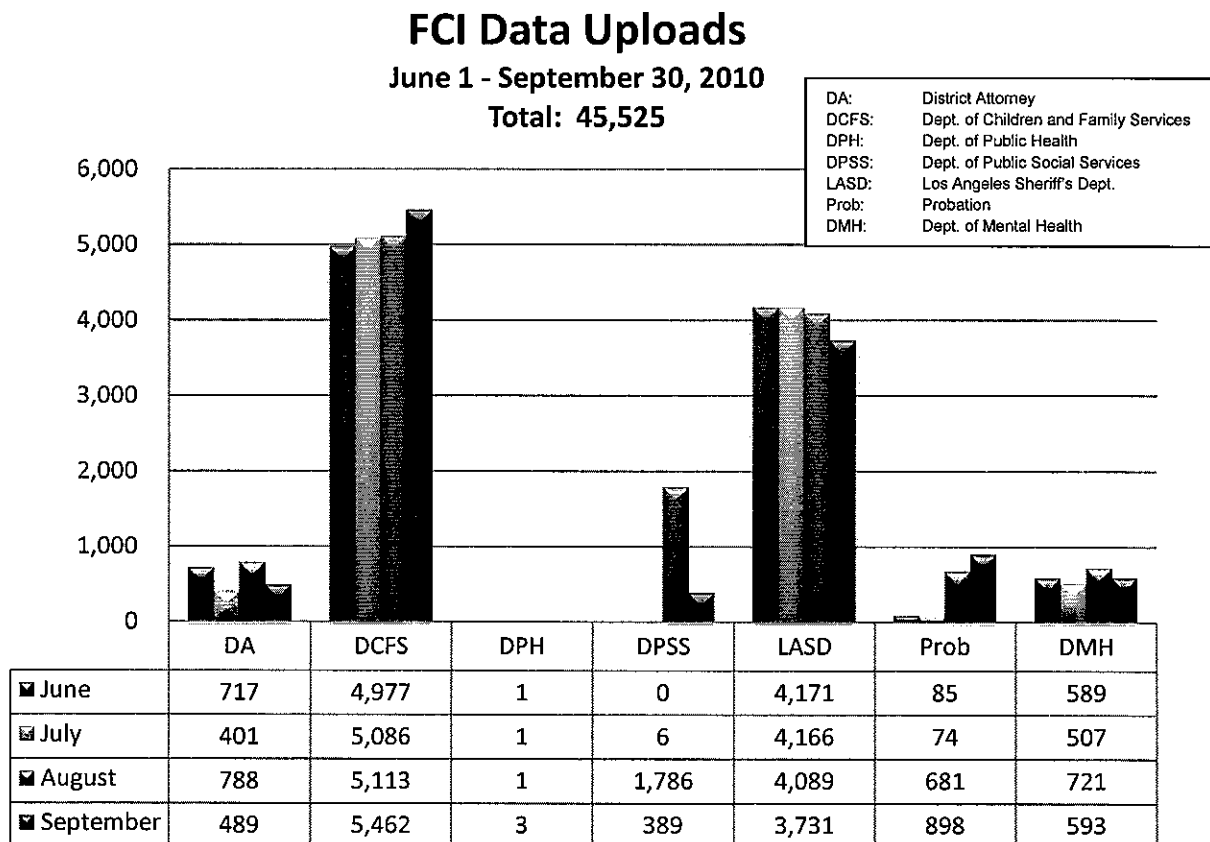


FCI DATA UPLOADS

Between June 1, 2010 and September 30, 2010, a total of 45,525 records were uploaded into FCI by participating agencies. The total amount of records in FCI to date is 2,237,358. The top three agencies uploading data into FCI were: DCFS: 20,638; LASD: 16,157; and DMH: 2,410.

Note: The information outlined in the charts below represents only new records being added to FCI on a monthly basis. It does not indicate how frequently information is uploaded by agencies into FCI. Each agency uploads information on a regular basis, but on different schedules. (The CEO is looking into the feasibility of standardizing the frequency of uploads across all agencies.) In the charts below, a missing agency (e.g., DPSS in June) indicates that no data was uploaded into FCI because there weren't any records that matched that agency's at-risk indicators during that month.

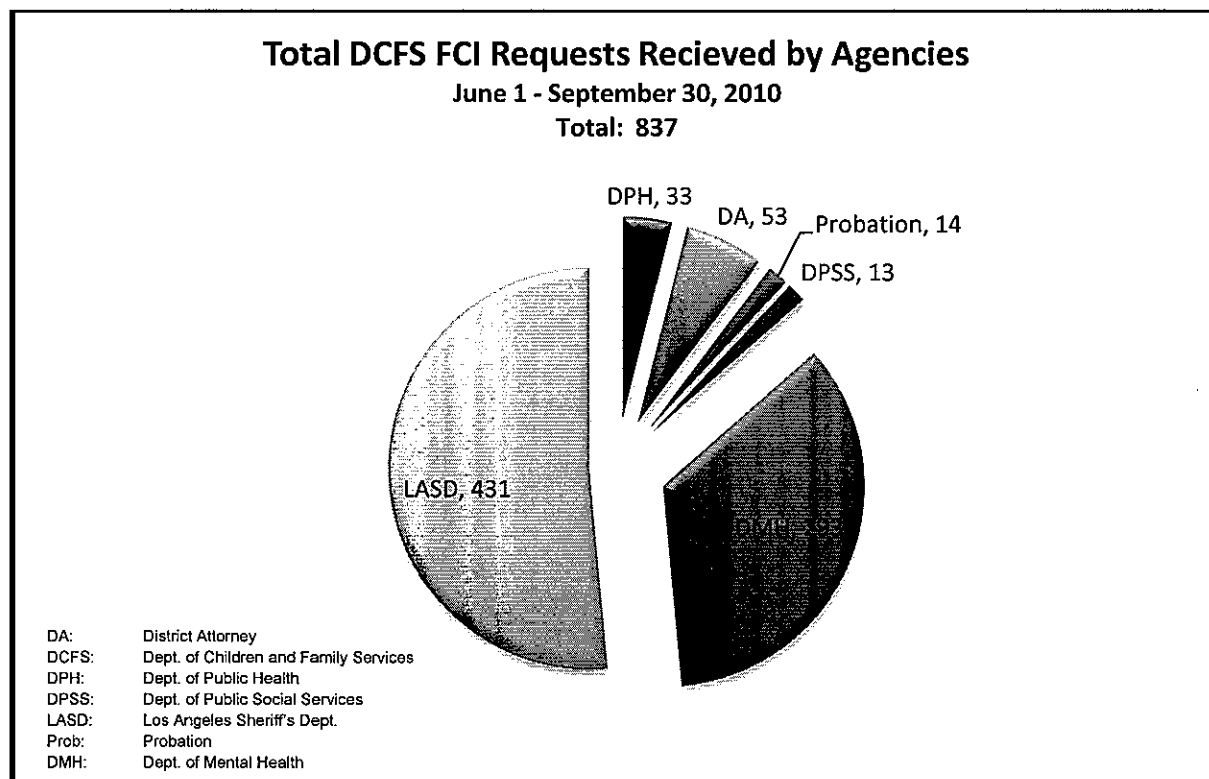
The increases in uploads during August and September for DPSS and Probation occurred as a result of revised at-risk indicators used to identify records.



DATA REQUESTS MADE BY DCFS

The figures reported in the chart below reflect the number of requests for information that FCI agencies received from DCFS between July 1 and September 30, 2010. According to manual logs kept by the agencies, a total of 837 requests were received from DCFS during this period of time.

Note: Without the CommLog, the County does not have the ability to accurately calculate the flow of requests and responses for information between agencies. As a result, the Team had to rely on each agency's manual tracking of FCI communications for this report. Once implemented, the CommLog will provide near real-time data about how information is exchanged, allow the Team to monitor these exchanges, and take corrective actions as necessary. Additionally, DCFS does not have the ability to accurately confirm how many requests they actually made to other agencies so it is very likely that the number of requests made by DCFS to other agencies is much higher than reported here.



CONCLUSION

During this reporting period, the CEO, ICAN, and the Team have continued to work collaboratively to implement your Board's directive to fully implement FCI. By building on the successes outlined in our June 29, 2010 report, the Team has: (1) expanded FCI participation to include DHS and LAPD and set the foundation for incorporating other key County and non-County agencies before the end of this Fiscal Year; (2) made significant inroads toward sharing information among agencies through the enactment of AB 2322 into State law; and (3) customized the CommLog to meet the specifications of each FCI agency and will complete Countywide roll out of the CommLog by May 2011 pending the approval to use HST funds to implement the CommLog.

In addition, the CEO and DCFS are in the process of completing a series of presentations/dialogues sessions with frontline FCI users to gather their feedback and ideas for improving FCI. Many of these ideas are already being phased in by the Team and are expected to increase FCI's usefulness and enhance the County's ability to keep children safe from abuse and neglect. Our final status report is scheduled for May 2011. We will continue to keep your Board apprised of developments as they arise.

If you have any questions about the report or the findings, please contact me or your staff may contact Kathy House, Assistant Chief Executive Officer at (213) 974-4530, or via e-mail at khhouse@ceo.lacounty.gov.

WTF:KH:LB
CP:GS:mh

Attachment

c: Executive Office
County Counsel
Children and Family Services
District Attorney
Health Services
Mental Health
Probation
Public Health
Public Social Services
Sheriff
Interagency Council on Child Abuse and Neglect
Los Angeles Police Department

**Family and Children's Index (FCI)
Staff Comments and Recommendations**

<p style="text-align: center;">How well is FCI working?</p> <ul style="list-style-type: none"> • FCI is easy to use and the information contained is more accurate than before; • FCI is an excellent tool for Emergency Response Workers; • The FCI training conducted by the CEO was extremely helpful and explained FCI thoroughly; • FCI is very helpful during the course of an investigation and when follow-up is needed; and • Response time from agencies has improved greatly, especially from the Departments of Mental Health (DMH), Probation, and the Sheriff (LASD).
<p style="text-align: center;">What would you improve about FCI?</p> <ul style="list-style-type: none"> • Ensure that staff from participating agencies understand the policies and procedures for sharing information; • Provide clearer guidelines about the type of information that can be shared and in what context; • Broaden the at-risk indicators to include drug abuse history including any drug-related arrests, psychiatric hospitalizations and pharmaceutical prescription history; • Expedite the process for accessing archived LASD records; • Eliminate duplicative searches and cut down on increased workload by creating a specific unit within each agency to conduct FCI searches, request information, and facilitate the gathering of documents/information for social workers; • Reinforce the required response time policy between participating agencies; • Include a "cheat sheet" that describes what agency record numbers mean, (i.e., LASD's case numbers contain station location, type of crime, etc.); • Add agency-specific Information Sharing Templates that outline the type of information that requesting agencies can expect to receive; • Streamline the steps needed to obtain information from various agencies; and • Provide FCI trainings in-person rather than online via the County's Learning Net.
<p style="text-align: center;">As a social worker, what would make your job easier and give you all the information that you need to properly investigate suspected cases of child abuse and neglect?</p> <ul style="list-style-type: none"> • Expedite the process for gathering information on all FCI hits prior to the Emergency Response Worker going out on an investigation; • Allow requests for and responses to requests for information to be sent through email or other electronic means; • Create a system that simultaneously searches Federal, State and County databases (i.e., Immigration, Parole, Department of Community and Senior Services, etc.) and produces an "integrated" report on the children, family members, and other persons living in the home for CSWs investigating a case; and • Change the current DCFS policy to allow for initial FCI searches to be done at the Child Protection Hotline.

**Family and Children's Index (FCI)
Staff Recommendations and Managers Team Actions**

The Team is taking a variety of steps (outlined below) to address some of the recommendations made by DCFS staff at FCI Refresher Presentations and Dialogues conducted by the CEO and DCFS.

Recommendations that were not included in the table will be analyzed by the Team to determine their feasibility for implementation. Based on this analysis, the Team will develop its recommendations and report back to your Board as part of our final status report scheduled for May 2011.

Staff Recommendations	Actions
<ol style="list-style-type: none"> 1. Ensure that all participating agency staff understand FCI policies, procedures and guidelines for sharing information and in what context it can be shared; and 2. Provide FCI trainings in-person rather than online via the County's Learning Net. 	<ol style="list-style-type: none"> 1. As of October 29, 2010, the CEO and DCFS conducted 17 out of 24 planned Presentations/Dialogues with DCFS staff, including a presentation to SEIU Local Chapter 721. The remaining Presentations/Dialogues are scheduled to be completed by December 2010. The presentations were designed to dispel misconceptions about FCI, discuss improvements being implemented (i.e., the "Geo Version" and CommLog) and reinforce policies/procedures related to the exchange of information among agencies. In addition, the presentations provided an opportunity to engage DCFS regional staff in a dialogue about their experiences with FCI and how to further improve it. 2. The Team will attempt to conduct as many future trainings, such as the CommLog trainings, in-person and will use these opportunities to reinforce agency-specific protocols and procedures related to the exchange of information at those trainings.
<ol style="list-style-type: none"> 1. Add agency-specific Information Sharing Templates to FCI; and 2. Include a "cheat sheet" that describes what agency record numbers mean, (i.e., Sheriff's case numbers indicate station location, type of crime, etc.). 	<ol style="list-style-type: none"> 1. ISD will add agency-specific Templates to FCI so that users requesting information know the type of information they can expect to obtain from other agencies. 2. The Team has developed a set of comprehensive "cheat sheets" that will be distributed to all FCI users and posted in FCI for easy reference.

Broaden at-risk indicators to include psychiatric hospitalizations.	DMH has agreed to provide information on psychiatric hospitalization of parents occurring within the past five years. The CEO and DMH are working with County Counsel regarding the reporting of inpatient psychiatric admissions, including the possible restriction of access to that information by anyone other than DCFS workers.
Expedite the process for accessing archived LASD records.	The CEO is currently working with LASD to create an expedited process for accessing archived records that are kept in Norwalk.
<ol style="list-style-type: none"> 1. Expedite the process for gathering information on all FCI matched searches prior to the Emergency Response Worker going out on an investigation; and 2. Allow requests for and responses to requests for information to be sent through email or other electronic means. 	<ol style="list-style-type: none"> 1. The CEO continues to explore the feasibility of adapting elements of previously identified information sharing models with the goal of accessing data from multiple databases with a single search. A workgroup consisting of representatives from the CIO, ISD, County Counsel, and the Los Angeles County Education Coordinating Council (ECC) has been formed to further explore these possibilities. 2. The CEO will follow-up with the CIO and participating FCI agencies regarding the possibility of encrypting emails to further safeguard the transmission of confidential information and facilitate the exchange of information among agencies.
<p>Expand FCI to include:</p> <ol style="list-style-type: none"> 1. The Coroner; 2. Private hospitals throughout Los Angeles County; and 3. Local School Districts. 	<ol style="list-style-type: none"> 1. If fiscally feasible, the CEO, in consultation with County Counsel and with efforts led by ICAN, will execute a new FCI MOU that includes the Coroner by February 28, 2011. Data from the Coroner is expected to be uploaded into FCI by the end of April 2011. 2. Based on the outcome of the analysis of DHS data uploads, the CEO, in partnership with ICAN, will convene a meeting to discuss the feasibility of integrating private hospital data into FCI. 3. The Team is working with the ECC to explore strategies that could allow CSWs to access school data.



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

June 1, 2011

To: Mayor Michael D. Antonovich
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Gloria Molina

From: William T Fujioka
Chief Executive Officer

FAMILY AND CHILDREN'S INDEX STATUS REPORT

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Your Board received the preliminary six month report on November 18, 2010, which provided an update on progress made by the FCI Managers Team¹ (Team) to implement your Board's directive to ensure the full utilization of FCI.

¹The Team includes: CEO, CIO, County Counsel, the Interagency Council on Child Abuse and Neglect (ICAN), Internal Services Department (ISD) and representatives from the nine participating FCI agencies.

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This status report will serve as our final FCI update. The report is divided into two parts: Part I highlights major operational and technical accomplishments achieved since our previous update and describes the process that led to the successful implementation of the Communications Log² (CommLog). Part II assesses the efficacy of FCI mainly through reports summarizing its use as defined by queries conducted; number of records uploaded; use of the CommLog to request and exchange information between participating agencies; and feedback received from staff that participated in the two CommLog pilots and its subsequent rollout.

The report concludes with a series of recommendations developed by the Team designed to make FCI an even more useful County tool for Children's Social Workers (CSWs) and other agency staff engaged in the identification, prevention, management and treatment of child abuse and neglect.

BACKGROUND

FCI is the name given to the Los Angeles County custom application authorized by California Welfare and Institutions Code Section 18961.5. The statute allows children services, health services, law enforcement, mental health services, probation, schools, and social services agencies within counties to share specific information about families who have had relevant contacts with these agencies and who have been identified as being at risk for child abuse or neglect. The statute requires that each county develop their own "at-risk" definition.

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² The CommLog automatically tracks the request and exchange of information among participating FCI agencies, including: (1) when requests for information from agencies are initiated; (2) the timeliness by which agencies respond to these requests; and (3) to the extent possible, the type of information shared by agencies.

PART I: IMPLEMENTATION HIGHLIGHTS

OPERATIONAL ENHANCEMENTS

Below are highlights of major accomplishments achieved by the Team since our last update. Also included are next steps for completing any remaining commitments for Fiscal Year (FY) 2010-11.

Date	Description
December 16, 2010	The CEO and the Department of Children and Family Services (DCFS) conducted their final joint <i>FCI Overview</i> presentation to the last remaining DCFS Regional Office.
March 9, 2011	The Team finalized the FCI Information Sharing Guide (Guide). The Guide details the at-risk Indicators for each of the nine participating agencies and the type of and manner in which information will be exchanged with each other. The Guide was distributed to staff and posted on FCI.
May 11, 2011	Department of Health Services (DHS) Medical Hub Administrators and Directors were trained on FCI.
NEXT STEPS	
By May 31, 2011	The Department of Mental Health (DMH), in consultation with County Counsel and the CEO, will implement a new policy describing how mental health history, including episodes of psychiatric hospitalizations for parents and/or caregivers, will be shared with other FCI agencies.
	The CEO, in consultation with County Counsel and Interagency Council on Child Abuse and Neglect (ICAN), will execute a new FCI MOU with the Department of the Coroner (DOC). The DOC will become the tenth participating FCI agency.
By June 27, 2011	All Coroner staff participating in FCI will be trained.
By June 30, 2011	The DOC is scheduled to upload its first set of records into FCI.
	Based on an analysis of DHS data uploads and feedback from FCI users, the CEO and ICAN will convene a meeting to explore the feasibility of capturing additional data and integrating private hospitals into FCI.
	Additional DHS staff identified by Medical Hub Administrators and Directors as FCI participants will be trained.

TECHNICAL ENHANCEMENTS

The Internal Services Department (ISD) (with support from Team members) implemented a series of technical enhancements that resulted in the successful Countywide rollout of the CommLog on May 4, 2011. The rollout of the CommLog was completed on budget and nearly a month ahead of schedule.

Date	Description
December 16, 2010	The Probation Department uploaded the first set of conviction codes for adult records into FCI. The records date back to August 2010.
January 13, 2011	Completed training of all staff participating in the CommLog Pilot (Pilot).
January 14, 2011	ISD and DCFS' Bureau of Information System completed a technical solution for automatically identifying and routing all CommLog requests/responses to CSWs as soon as they are assigned to a case. ISD completed the creation of department-specific FCI email accounts.
January 18, 2011 – January 31, 2011	The Pilot was launched. Several Emergency Response (ER) Units from each of the Glendora and Lakewood Regional Offices participated. Following the end of the Pilot, all Units were transitioned permanently to using the CommLog.
February 28, 2011	ISD completed all needed changes to the CommLog that addressed issues identified during the Pilot. ISD began work on additional tools for Countywide rollout (e.g., training videos, email notifications, and revised agency protocols).
March 22, 2011	The CEO and DCFS conducted a demonstration of the CommLog to the Service Employee International Union (that was well received).
April 19, 2011 – May 2, 2011	Second CommLog Pilot launched to test readiness for Countywide rollout. All Lakewood and Glendora Regional Office ER Units participated.
May 4, 2011	ISD and DCFS completed all remaining technical changes to the CommLog identified during the Second Pilot. The CEO gave approval for Countywide launch.

PART II: FCI ASSESSMENT

FCI continues to provide vital information to CSWs and other agencies engaged in the identification, prevention, management and treatment of child abuse or neglect. To assess the efficacy of FCI, this section contains analysis of reports describing the

number of queries made by participating agencies; number of new records uploaded; CommLog activities related to the request and exchange of information; and results from a web-based survey distributed to staff that participated in both Pilots.

FCI DATA QUERIES

As detailed in Table 1, between January 1, 2011 and April 30, 2011, a total of 121,882 FCI queries were made by the nine FCI participating agencies. A total of 118,270 queries or 97 percent of all queries were conducted by DCFS. All other agencies combined accounted for a total of 3,612 queries or three percent of all queries made.

TABLE 1: FCI QUERIES CONDUCTED BY AGENCY
JANUARY 1, 2011 – APRIL 30, 2011

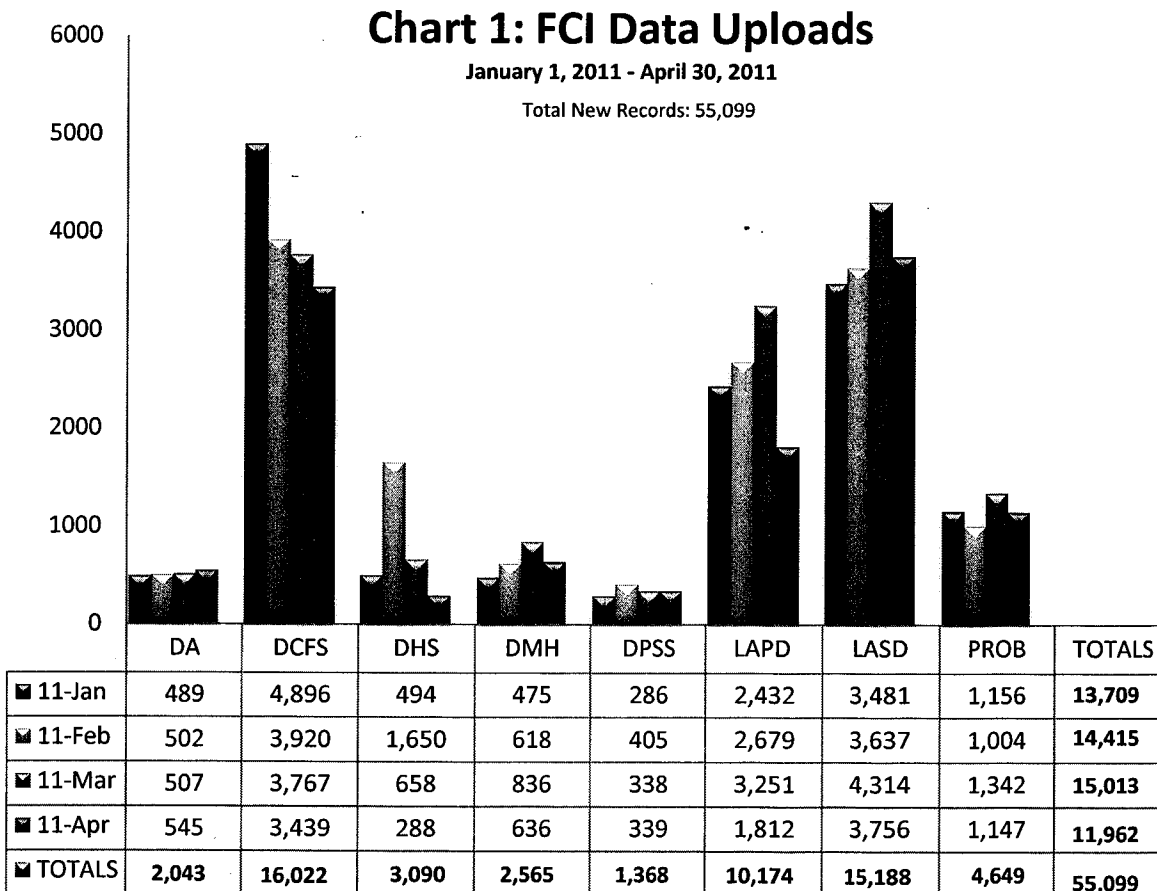
	DA	DCFS	DHS	DMH	DPH	DPSS	LAPD	LASD	PROB	Monthly Totals
Jan	184	27,805	8	5	11	13	30	558	22	28,636
Feb	204	27,129	25	0	23	8	65	556	16	28,026
Mar	245	32,822	15	2	30	17	82	682	55	33,950
Apr	144	30,514	17	0	19	13	26	507	30	31,270
Totals	777	118,270	65	7	83	51	203	2,303	123	121,882

DA:	District Attorney
DCFS:	Dept. of Children and Family Services
DHS:	Dept. of Health Services
DMH:	Dept. of Mental Health
DPH:	Dept. of Public Health
DPSS:	Dept. of Public Social Services
LAPD:	Los Angeles Police Department
LASD:	Los Angeles Sheriff's Dept.
PROB:	Probation

FCI DATA UPLOADS

Chart 1 indicates that between January 1, 2011 and April 30, 2011, a total of 55,099 *new* records were uploaded into FCI by participating agencies. Of these, the top three agencies that uploaded data were: DCFS: 16,022; LASD: 15,188; and LAPD: 10,174. DPH uploads do not appear in the chart because data from two participating programs, Nurse Family Partnership (NFP) and Sexually Transmitted Diseases (STD), were unavailable. NFP is in the process of migrating their data into a shared national NFP database while the STD program had no new records to upload during this period. There are over 2.5 million records in FCI.

It is also important to note that each agency uploads information consistently but on different schedules, ranging from daily uploads to monthly uploads. As a means of improving the information contained in FCI, the Team recommends exploring the feasibility of increasing the frequency of automated agency uploads into FCI.



COMMLOG USAGE REPORTS

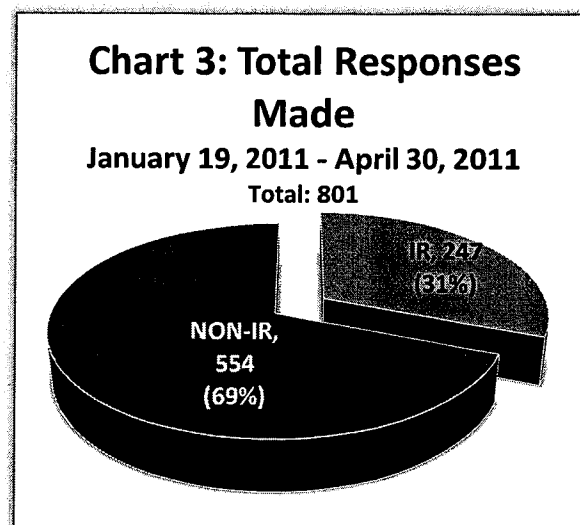
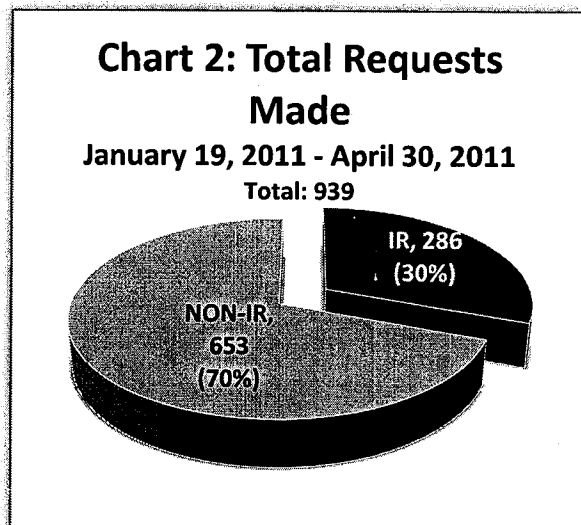
Below, Charts 2 and 3 summarize the type and number of responses received to requests made for information during the two CommLog Pilots (January 19, 2011 through April 30, 2011).

As can be seen from Chart 2: Total Requests Made, approximately 939 requests for information were made during this period. Of these requests, 286 (30 percent) were marked as "Immediate Response" or "IRs" by the requestor, which means that the agency receiving the request must respond to the request made immediately or no later than the next business day. Additionally, 653 (70 percent) requests were made as non-IRs, meaning that responding agencies have up to three business days to respond to requests.

As indicated in Chart 3: Total Responses Made, responding agencies provided 801 responses to requests made. Of these responses, 247 (31 percent) were provided in response to IR requests, while 554 (69 percent) were responses to non-IR requests. This represents an overall average response rate of 86 percent.

When comparing total responses (801) to total requests (939) there is a discrepancy of 138 unanswered requests. According to the CommLog reports this discrepancy can be explained in the following ways:

1. Six (6) requests were either waiting for a response or marked by the requestor as "completed" or "cancelled";
2. Thirty-eight (38) requests needed for the requestor to follow up with the information requested (e.g., form a MDT via a phone-call); and
3. Ninety-four (94) requests were automatically closed by the system either because the request was made in error or the requestor obtained the information via another source.



IR – Immediate Response
Non-IR – Non- Immediate Response

AVERAGE RESPONSE TIMES

To understand actual response times, data corresponding to the first week that the CommLog was implemented Countywide was reviewed. A total of 547 requests were analyzed. This analysis revealed the following average response times:

Total Average Response Time (All): 32 hours
Total Average Response Time (IRs): 16 hours
Total Average Response Time (Non-IRs): 38 hours

On average, the data shows that agencies are responding to requests made well within the timeframe outlined in the FCI MOU, which calls for responses to be made within three business days. However, the Team will continue to monitor these reports to ensure that response times, especially those involving IR requests, continue to improve. Part of this quality control process will involve conducting occasional surveys of users.

COMMLOG PILOT USER SURVEYS

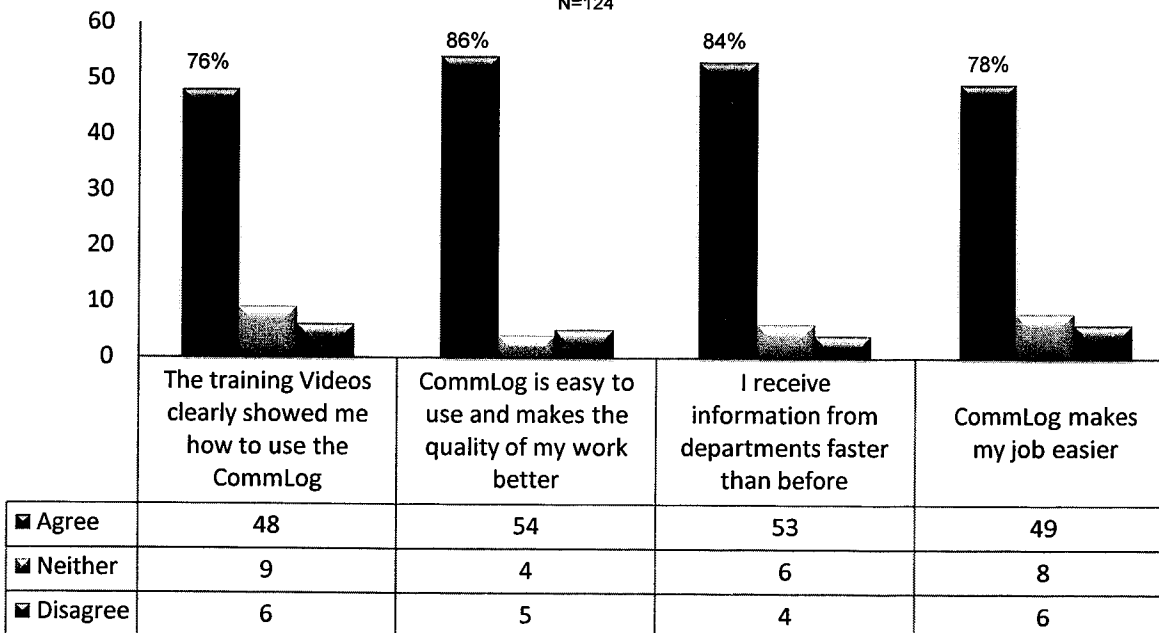
To further assess how well the CommLog was working, the CEO, in partnership with DCFS, administered a brief survey to users from the Lakewood and Glendora offices that participated in both Pilots. Out of 124 users surveyed, 63 users or 51 percent responded.

The findings of the survey, summarized in Chart 4 below, show that 76 percent of users felt that the online training videos clearly showed them how to use the CommLog; 86 percent felt that the CommLog was easy to use and improved the quality of their work; 84 percent felt that they received information faster than before; and 78 percent of users felt that the CommLog made their job easier.

Chart 4: CommLog Survey Results

January 19, 2011 - April 30, 2011

N=124



Below are excerpts of comments received from CommLog users via the Survey:

"So much better than before! I get info much faster and I can keep better track of when I request things."

"It's great now that we are able to make a request electronically."

"This is a wonderful tool...it improves the quality of my work...."

"I love the new CommLog."

"The CommLog is very helpful and I found that the results come faster than before. I am glad this change was implemented."

RECOMMENDATIONS

Based on the work completed to date and feedback received from users, there are several additional enhancements that the Team would like to recommend for consideration. Implementation of these recommendations would make FCI an even more useful tool for CSWs and others engaged in the identification, prevention, management and treatment of child abuse or neglect. The recommendations, which could be implemented during FY 201-12, are summarized below.

Recommendation	Description
Maximize conviction information found in FCI.	In consultation with County Counsel and the DA, the CEO will conduct a multi-agency match using DA conviction records to supplement conviction information already being uploaded by Probation.
Enhance "up front" name matching.	ISD, in consultation with the CIO, will improve the FCI name matching function at the time that data is uploaded.
Explore automated uploads.	ISD and the CEO will work with agencies to determine the feasibility of automating near real-time uploads.
Create a universal search screen for CSWs.	ISD, CEO, and CIO will explore the feasibility of creating a universal search feature that allows CSWs to conduct simultaneous searches in FCI and other systems using a single entry screen.
Increase non-County participation.	In consultation with County Counsel, the Team will explore the feasibility of having other non-County agencies participate in FCI.
Increase FCI server storage capacity.	ISD will review their previous analysis regarding FCI server capacity to determine future data storage needs to account for increased participation, use, and CommLog traffic.

Each Supervisor
June 1, 2011
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The Team will develop cost estimates for each recommendation and present them to your deputies for discussion no later than the end of September 2011.

CONCLUSION

The Team has worked collaboratively to implement your Board's directive to fully implement FCI and enhance its effectiveness by CSWs and other FCI users. By building on the successes outlined in our November 18, 2010 report, the Team successfully launched the CommLog Countywide on May 4, 2011, ahead of schedule and on budget.

In addition, implementation of the recommendations outlined above would continue to build on the successes achieved to date and greatly increase the usefulness of FCI as a tool for identifying, preventing, managing and treating child abuse and neglect.

As this report is the final status report on FCI, we will continue to work with your deputies to keep your Board apprised of any developments as they arise. If you have any questions about this update, please contact me or your staff may contact Kathy House, Assistant Chief Executive Officer at (213) 974-4530, or via e-mail at khhouse@ceo.lacounty.gov.

WTF:KH:LB
CP:GS:mh

c: Executive Office
County Counsel
Chief Information Officer
Children and Family Services
District Attorney
Health Services
Mental Health
Probation
Public Health
Public Social Services
Sheriff
Interagency Council on Child Abuse and Neglect
Los Angeles Police Department